
SAFEWORK SA ANNUAL ACTIVITY REPORT 2020-2021



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SAFEWORK SA
ANNUAL ACTIVITY REPORT
2020-2021



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Safework SA

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SAFEWORK SA

MESSAGE FROM OUR EXECUTIVE DIRECTOR

Martyn Campbell



I am delighted to present the SafeWork SA Annual Activity Report 2020-2021. This report showcases the tremendous strides SafeWork SA has taken over the past year in our evolution as an agile and innovative agency, and in improving the vital services we provide to our community to ensure safe and healthy workplaces for all South Australians.

The year has not been without its challenges despite South Australia largely avoiding the devastating impacts of COVID-19 experienced by other states. Our inspectors have met these challenges head on, devising strategies to continue their important work to keep workers and the public safe, while adhering to COVID-19 restrictions and internal policies.

We have continued to modernise our processes to make it easier for the community to interact with us. In 2021, we implemented a cloud-based telephone system that brings us to the forefront of 21st Century technology innovation. We have progressed work to convert paper-based forms to digital format, to meet community expectations of a modern and dynamic organisation.

We have invested heavily in the professional development of our people, introducing new training programs that expand and hone the skills of our staff. We have revamped existing training programs to incorporate contemporary education methodologies and best practice principles.

Our work in implementing the recommendations from the Independent Commissioner Against Corruption Evaluation Report has progressed. As at 30 June 2021, SafeWork SA had implemented 27 of the 39 recommendations, with work on those remaining continuing as a matter of priority.

We are committed to ensuring that duty holders are held accountable when they fail in their duties to keep their workers safe. This has been demonstrated over the past year both in the increased number of successful prosecutions achieved for serious breaches of work health and safety laws and enforceable undertakings entered into in response to serious workplace incidents.

We have also supported efforts at the national level to safeguard the health and safety of workers. SafeWork SA has overseen South Australian efforts to combat silicosis and asbestos-related disease in line with national strategies. We have led the establishment of working groups to devise action plans to reduce the risks to workers employed in industries where these substances are present.

None of these achievements would have been possible without the efforts of our dedicated and passionate workforce, whose hard work I would like to acknowledge.

I would also like to thank our Minister, the Hon Rob Lucas MLC, the Chief Executive Department of Treasury and Finance, Mr David Reynolds, and the Deputy Chief Executive Department of Treasury and Finance, Mr Stuart Hocking PSM for their continued support.

Finally, my sincere thanks to our staff, stakeholders and the community for your ongoing support and collaboration with us, and for sharing in our vision to make South Australian workplaces safe.

A stylized, handwritten signature in black ink, consisting of a large, looped 'M' followed by a long, sweeping horizontal stroke.

MARTYN CAMPBELL

Executive Director



ABOUT US



SOUTH AUSTRALIA'S WORK HEALTH AND SAFETY REGULATOR

As South Australia’s work health and safety regulator, SafeWork SA plays a critical role in the lives of South Australian workers and employers.

We administer South Australia’s key work health and safety and state-based industrial relations legislation.

Our role is to ensure safe and equitable workplaces and high standards of public safety for all South Australians.

We work closely with workers, employers, unions, business representatives, industry sectors and government agencies to ensure positive health and safety outcomes.

Our core functions include:

- providing information, advice and support services to workers, employers, health and safety representatives, and the public
- issuing licences and registration for workers and plant
- conducting regular workplace inspections
- responding to workplace incidents, notifications and complaints
- performing proactive compliance audits
- enforcing work health and safety laws and investigating breaches of those laws.

SafeWork SA is a branch within the Department of Treasury and Finance and is accountable to the Treasurer.

OUR VISION

Making South Australian workplaces safe

OUR VALUES

Professionalism, Respect, Integrity, Service

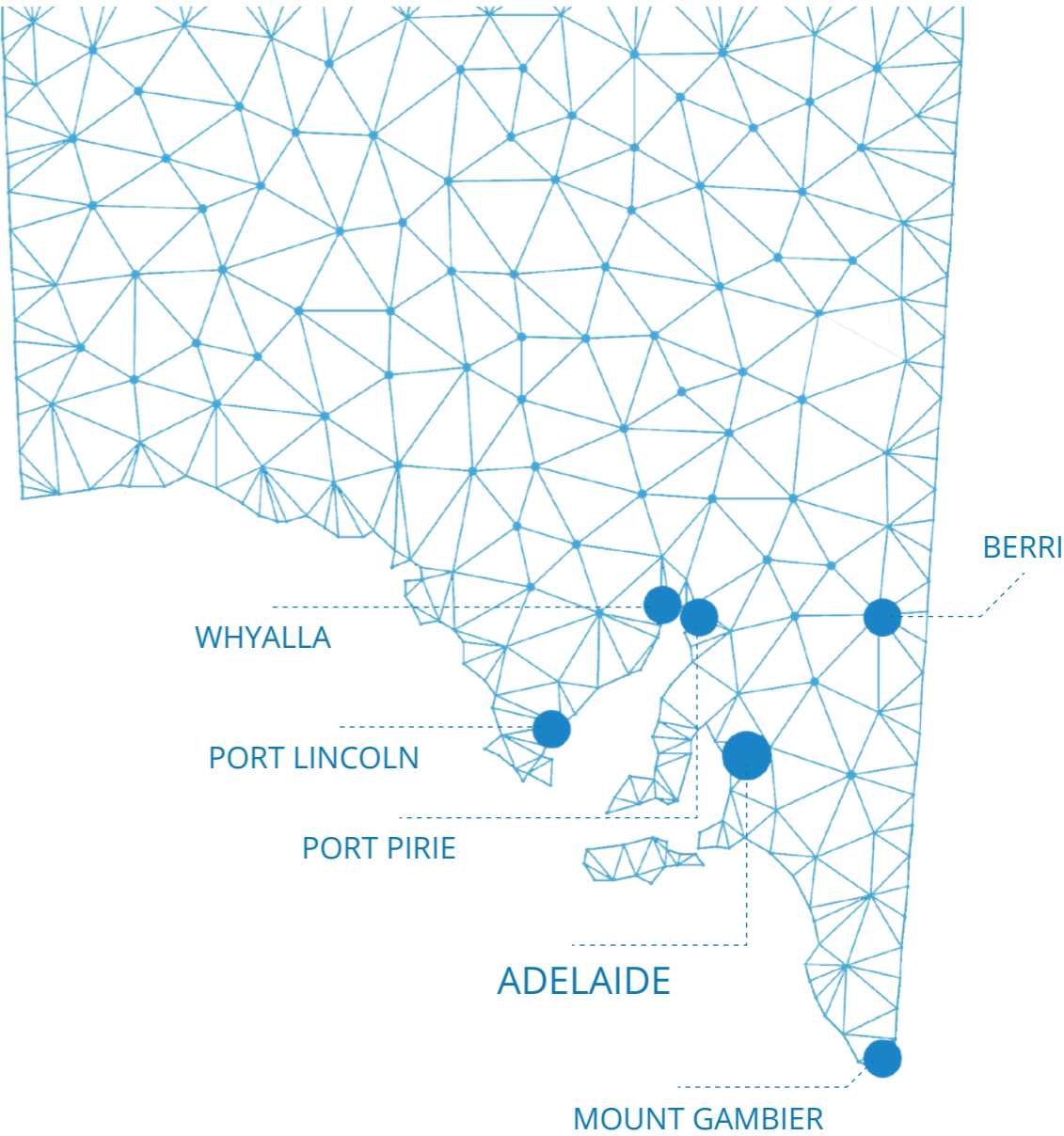
SOUTH AUSTRALIAN GOVERNMENT EXPLOSIVES RESERVE

SafeWork SA oversees the operation of the South Australian Government Explosives Reserve.

The operation of a reserve is required by law under the *Explosives Act 1936*. The current reserve was established in 2008 and is a whole-of-government facility.

The reserve is used to safely store and destroy expired explosives (including flares and fireworks) and explosives that have been seized and confiscated by SafeWork SA and South Australia Police. It performs an essential function for the South Australian community.

SafeWork SA completed 42 destruction burns at the reserve over 2020-2021 resulting in 10,330kg of explosive material being destroyed.



OUR LEADERSHIP TEAM



SafeWork SA's Executive Director is the Regulator under South Australia's work health and safety legislation. The Regulator delegates certain powers and functions to SafeWork SA inspectors.

The Executive Director reports to the Deputy Chief Executive, Department of Treasury and Finance.



MARTYN CAMPBELL
Executive Director

In his role as Regulator, the Executive Director is a Board Member, and South Australia's representative, for Safe Work Australia. He is current Chair of the Heads of Workplace Safety Authorities for Australia and New Zealand, and the South Australian Asbestos Action Plan Strategic Group.

Other appointments include Deputy Chair of the Advisory Board to the UniSA Centre for Workplace Excellence, Executive Board Member for the Australian Institute of Health & Safety College of Fellows and core member of the Respect@Work Council.

The Executive Director is also Convenor for the ANZSOG National Regulators Community of Practice for South Australia, Fellow and Certified Chartered OHS Professional of the Australian Institute of Health & Safety, and a Certified Compliance Professional with the Australasian Governance & Risk Institute.



GLENN FARRELL
Director, Compliance and Enforcement

The Compliance and Enforcement directorate is the regulatory arm of SafeWork SA.

SafeWork SA inspectors monitor and enforce compliance with work health and safety, and public safety, requirements. They ensure appropriate action is taken when breaches of work health and safety laws are detected.

Inspectors are recruited from, and have experience in, the industry sectors they service.

Specialist staff in this directorate provide internal expertise in fields such as construction, occupational health, mining, engineering, chemical hazards and explosives.

The directorate also has a dedicated investigations team that investigate the causes of serious workplace incidents.



PREMA OSBORNE
Director, Workplace Education and Business Services

The Workplace Education and Business Services directorate is the educator arm of SafeWork SA.

The directorate's focus is on the education of businesses and workers in relation to work health and safety. The directorate provides free information, advice and support, and processes licences required under the legislation that we administer. The directorate is also responsible for corporate and governance services.

Unlike the Compliance and Enforcement directorate, staff in this directorate do not have any delegated powers.

The Director, Workplace Education and Business Services oversees SafeWork SA's reform program and implementation of the recommendations arising from the Independent Commissioner Against Corruption report on the regulatory arm of the agency.

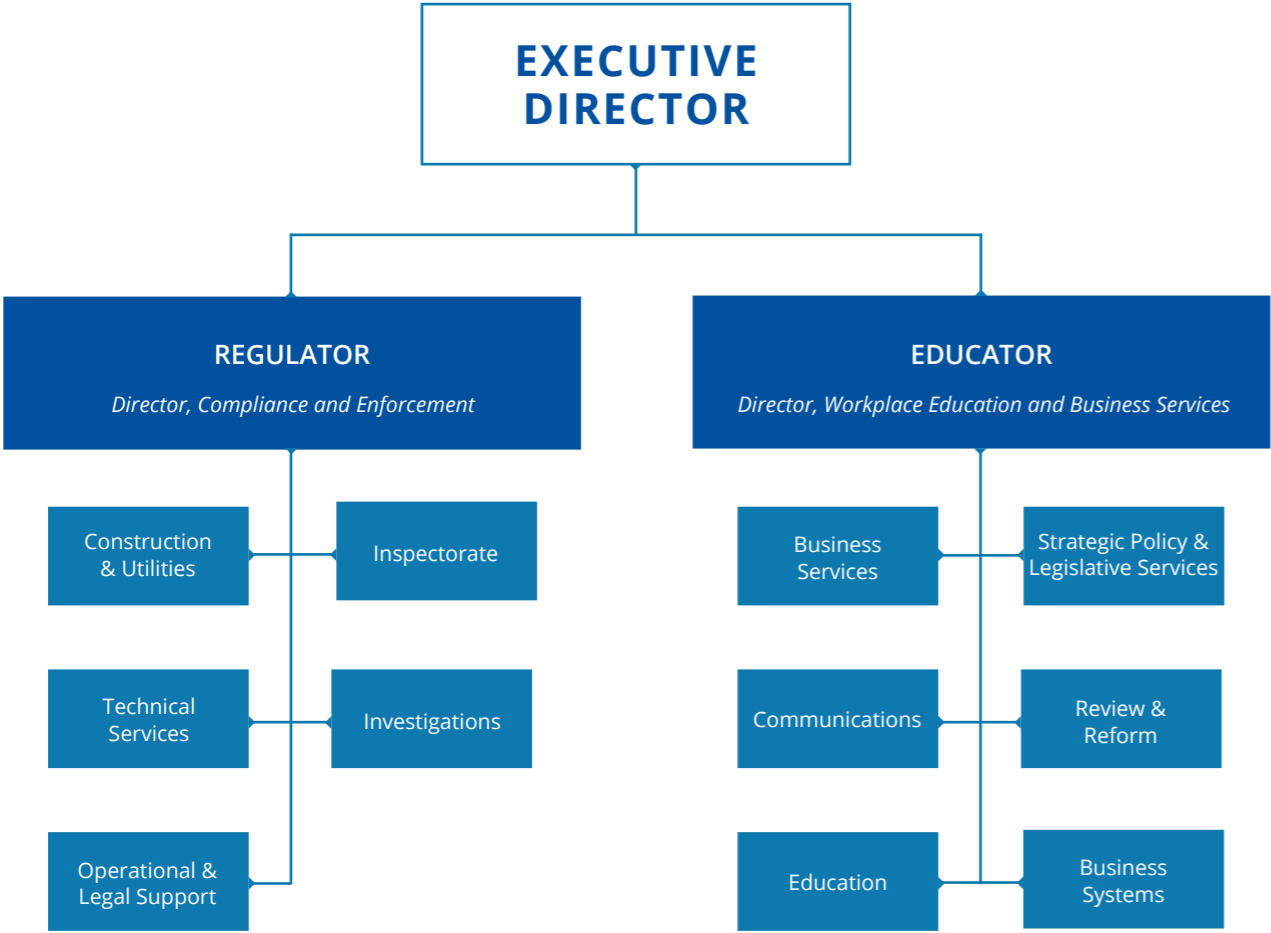
OUR ORGANISATIONAL STRUCTURE



SafeWork SA has two public facing functions, the Regulator and the Educator. Both have direct but separate reporting lines to the Executive Director, who oversees both units.

The Regulator arm of SafeWork SA has regulatory power to investigate workplace incidents and enforce work health and safety laws in South Australia.

The Educator arm of SafeWork SA provides advice and education on work health and safety, state-based industrial relations, and facilitates licences and registration for workers and plant.



as at 30 June 2021

STRUCTURE EVALUATION



SafeWork SA completed an organisational restructure in 2018-2019 in order to achieve significant budget savings required that year.

It was determined at the time of the restructure that an evaluation of the structure would be undertaken 12 months after the implementation to assess the success of the change.

This evaluation commenced in February 2021.

The evaluation focused on how well the revised structure:

- reduced silos between teams and functions
- increased opportunities for career development and succession planning
- improved team and role clarity
- focused on developing roles that provide coaching and mentoring for staff
- focused leadership on people and the strategic direction of the organisation
- benefited from the introduction of Team Leaders in a majority of teams, with the focus of their role being on staff
- improved workforce management
- confirmed and clarified expectations and performance of individuals and teams.

The evaluation sought to assess whether the new structure enabled SafeWork SA to deliver its core functions, and whether the allocation of resources that support the delivery of key services to government agencies and the public were optimal.

The evaluation also sought to ensure that SafeWork SA has the skills, experience and capabilities required to fulfil our responsibilities both internally and to the public.

The evaluation identified the initial restructure was successful and provided efficiency improvements. Reviewing the structure allowed a further revision of the structure to achieve greater efficiencies in the allocation of resources.

Significant consultation with staff was undertaken during the evaluation. Staff were encouraged to provide comments on the revised structure and to participate in workshops.

The revised structure received positive feedback and was further finessed after consideration of all comments.

Additional consultation was undertaken with teams and individuals impacted by the proposed changes.

The restructure was implemented in stages. Implementation of the finalised organisational structure was completed in mid-2021.

LEGISLATION WE ADMINISTER



SafeWork SA administers the following legislation:

- Construction Industry Long Service Leave Act 1987
- Construction Industry Long Service Leave Regulations 2018
- Dangerous Substances Act 1979
- Dangerous Substances (General) Regulations 2017
- Dangerous Substances (Fees) Regulations 2017
- Dangerous Substances (Dangerous Goods Transport) Regulations 2008
- Daylight Saving Act 1971
- Daylight Saving Regulations 2009
- Employment Agents Registration Act 1993
- Employment Agents Registration Regulations 2010
- Explosives Act 1936
- Explosives Regulations 2011
- Explosives (Fireworks) Regulations 2016
- Explosives (Security Sensitive Substances) Regulations 2006
- Fair Work Act 1994
- Fair Work (Commonwealth Powers) Act 2009
- Fair Work (General) Regulations 2009
- Fair Work (Clothing Outworker Code of Practice) Regulations 2007
- Fair Work (Representation) Regulations 2009
- Holidays Act 1910
- Long Service Leave Act 1987
- Long Service Leave Regulations 2017
- Petroleum Products Regulation Act 1995
- Petroleum Products Regulations 2008
- Shop Trading Hours Act 1977
- Shop Trading Hours Regulations 2018
- Standard Time Act 2009
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Regulations 2012 (SA)

RETURNTOWORKSA PARTNERSHIP



SafeWork SA and ReturnToWorkSA (RTWSA) share a collaborative partnership.

ReturnToWorkSA provides work injury insurance and regulates the South Australian Return to Work scheme. ReturnToWorkSA's insurance provides protection to South Australian businesses and their workers in the event of a work injury.

SafeWork SA works with ReturnToWorkSA to ensure our education focus and work health and safety compliance campaigns are based on work injury claims and incident data.

This arrangement enables SafeWork SA to deliver high quality and professional services that promote safe and equitable workplaces and high standards of public safety for all South Australians.

TOTAL FUNDING
FROM RTWSA **\$23,190,000**

ReturnToWorkSA transfers funds to SafeWork SA for the costs of administering the *Work Health and Safety Act 2012*.

South Australia's work health and safety legislation fixes the prescribed amount and percentage amount payable to SafeWork SA each financial year.

PRESCRIBED
AMOUNT **\$23,415,000** PRESCRIBED
PERCENTAGE **99.04 %**

SERVICE
FEE (0.96%) **- \$225,000**

INDUSTRIAL RELATIONS CONSULTATIVE COUNCIL



Safework SA administers the Industrial Relations Consultative Council (IRCC) as part of our administration of the *Fair Work Act 1994* and industrial relations role. We assist in the preparation of agendas and minutes, manage the membership of the Council and provide other administrative support.

The IRCC provides a consultative framework for engaging with relevant groups on work health and safety and industrial relations matters in South Australia. It is established under the Fair Work Act.

The IRCC consists of 13 members that represent the interests of business organisations, associations and unions. The Treasurer, the Hon Rob Lucas MLC, is the Chair of the IRCC.

The IRCC assists the Treasurer to implement policies and advises him on legislative proposals affecting industrial relations, employment, and work health and safety in South Australia.

The Governor of South Australia appoints members to the IRCC.

FEES

IRCC members are entitled to fees (at a sessional rate of \$206 per four-hour session/hourly rate of \$51.50), allowances and expenses approved by the Governor (excluding the Treasurer and Erma Ranieri, who is a Government employee).

If a meeting runs over one hour, members are paid for a full two hours (\$103). If a meeting runs between two and four hours, members are entitled to the full sessional fee of \$206.00.

These fees are a category two, level two classification of the Cabinet approved remuneration framework.

During 2020-2021, IRCC members were paid fees of \$1,442.

MEETING DATES

The IRCC met twice during 2020-2021:

- 25 November 2020
- 19 May 2021

COUNCIL MEETINGS

Current members of the IRCC

Name	Representing
Hon Robert Lucas MLC	Statutory Requirement
Natasha Brown	Public Service Association of SA
Charlie Condo	Housing Industry Association (SA)
Kendall Crowe*	Business SA
Christopher Morey	Motor Trade Association of South Australia
William Frogley	Master Builders Association of South Australia
Monique Gillespie	Shop, Distributive and Allied Employees' Association (SA)
Peter Lamps	Australian Workers' Union (SA Branch)
Erma Ranieri	Commissioner for Public Sector Employment
Jessica Rogers	Communications, Electrical and Plumbing Union (SA)
Angas Story	SA Unions
Owen Webb	Australian Hotels Association (SA Branch)
Leah York	Australian Education Union (SA Branch)

* During 2020-2021, Estha van der Linden (Business SA) resigned as member of the IRCC. Kendall Crowe was appointed as her replacement.

MEETING AGENDA

Topics discussed included:

- review of WHS Codes of Practice
- COVID-19
- South Australian Ambulance Services Industrial Dispute
- Metropolitan Fire Service Equipment and Staffing
- Federal Industrial Relations Reforms
- National Strategic Plan for Asbestos Awareness and Management
- 2018 Review of Model Work Health and Safety Laws Recommendations
- Adelaide Cup Public Holiday
- Reconciliation Action Plan
- Retail Trading Bill
- silicosis.



MEASURING OUR PERFORMANCE



OUR **PERFORMANCE**



SafeWork SA's education and compliance activities in 2020-2021 continued to be affected by the COVID-19 pandemic.

Site visits and compliance campaigns conducted by work health and safety inspectors and advisors during the period were undertaken in accordance with government restrictions and SafeWork SA's COVID-19 procedures.

SafeWork SA inspectors and investigators continued to respond to matters involving serious incidents and fatalities.

FEEDBACK

SafeWork SA welcomes both positive and negative feedback, including complaints, from business and the community in regards to their interactions and experiences with us.

Complaints made to SafeWork SA are addressed with a formal response to the complainant and, depending on the nature of the complaint, we may take action to address the reason for the complaint.

Any feedback we receive that consists of a comment or opinion may not receive a response, however the comments will be considered.

In 2020-2021 SafeWork received complaints and feedback from 24 people — 13 positive reports and 11 negative reports. The feedback covered professional behaviour, communication, service delivery and service quality.

The Department of Treasury and Finance Annual Report details the number of public complaints reported to SafeWork SA.

OUR PERFORMANCE

EDUCATOR



VIEWS ON SAFEWORK SA WEBSITE	2,239,404
LICENCE RENEWALS PROCESSED	40,211
CUSTOMER SERVICE CALLS ANSWERED	38,328
VIEWS ON ASBESTOS WEBSITE	34,673
EDUCATION, ENGAGEMENT AND SUPPORT ACTIVITIES	22,497
CUSTOMER SERVICE EMAILS ANSWERED	18,000
SOCIAL MEDIA POSTS	736

CUSTOMER SERVICES

SafeWork SA's customer service centre assists the South Australian community by:

- providing information about work health and safety and state-based industrial relations matters
- processing applications for high risk work and other licences
- receiving reports of notifiable incidents
- receiving feedback from the community, including compliments and complaints.

Our Help Centre and Licensing Unit staff respond to calls to SafeWork SA's dedicated 1300 and 1800 telephone numbers. They also process new licence requests and licence renewals.

Staff from these teams answered 38,328 calls in 2020-2021.

Staff answered 89.4% of calls in less than three minutes (time from the caller connecting to our phone system to speaking with a contact centre officer).

Staff from these teams also responded to more than 18,000 emails from the public.

Number of phone calls to customer services (by category)

Key topic of call	Number of calls
Licensing enquiries and applications	17,436
Enquiries under legislative remit (excl. Industrial Relations)	2,076
Industrial Relations enquiries and complaints	2,813
Reporting incidents and injuries	4,191
Psychological risk and bullying	710
Asbestos	784
Enquiries about training and Registered Training Organisations	419
Other enquiries	9,899
Total	38,328



LICENSING

SafeWork SA issues a variety of licences across a range of areas, including:

- plant and machinery
- high risk work
- asbestos removal
- explosives
- chemicals
- dangerous goods and substances.

Our licensing team processed more than 40,000 licence applications during the period.

Types of licences include approvals, registrations, permits and authorisations.

Number of licence applications (by category)

Licence type	Renewal applications	New applications, variations, transfers	Legislation
Accredited Assessor	14	15	WHS
Asbestos Assessor	8	24	WHS
Asbestos Removal	21	72	WHS
Blasters	420	229	Explosives
Classification of Explosives	N/A	61	Explosives
Dangerous Goods Driver	639	326	DGT
Dangerous Goods Vehicle	1,028	142	DGT
Dangerous Substances Storage	4,141	245	DS
Design Registration	N/A	107	WHS
Employment Agents	143	25	EAR
Explosives	941	133	Explosives
Gas Fitting Work	146	33	DS
High Risk Work	18,481	9189	WHS
Major Hazard Facility	10	0	WHS
Petroleum Products	540	44	PP
Plant Registration	1,436	1,070	WHS
Pyrotechnics	61	4	Fireworks
Security Sensitive Ammonium Nitrate	36	9	SSAN
Shop Trading (eg in relation to sale of petroleum, motor spirits & lubricants)	157	27	STH
Other	6	228	
Total	28,228	11,983	

OUR PERFORMANCE

REGULATOR

COMPLIANCE AND
ENFORCEMENT VISITS

11,883

IMPROVEMENT
NOTICES ISSUED

2,221

PROHIBITION
NOTICES ISSUED

614

LETTERS OF
WARNING

53

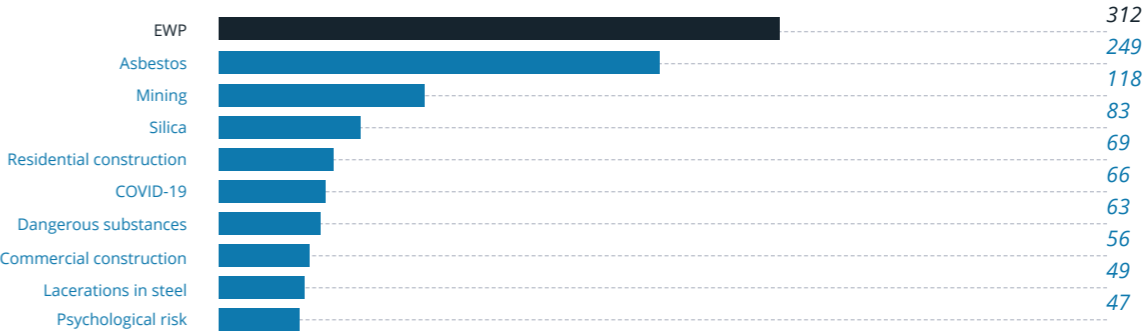
EXPIATION / INFRINGEMENT
NOTICES ISSUED

10

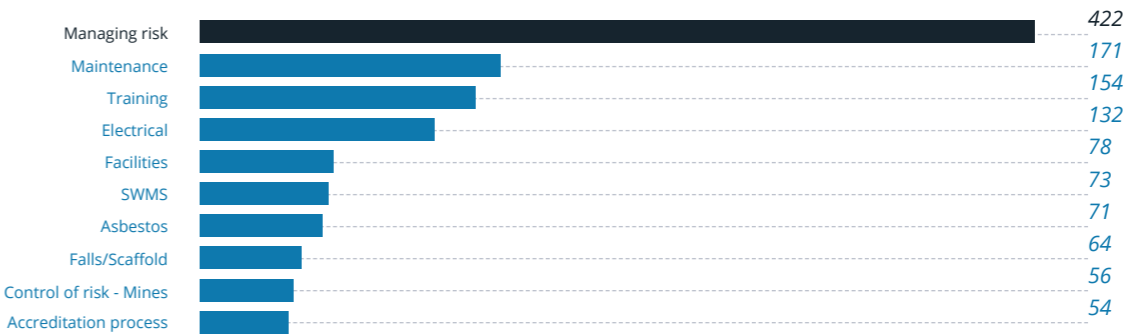
97%

complaints or notifications finalised within six months
(target 85%)

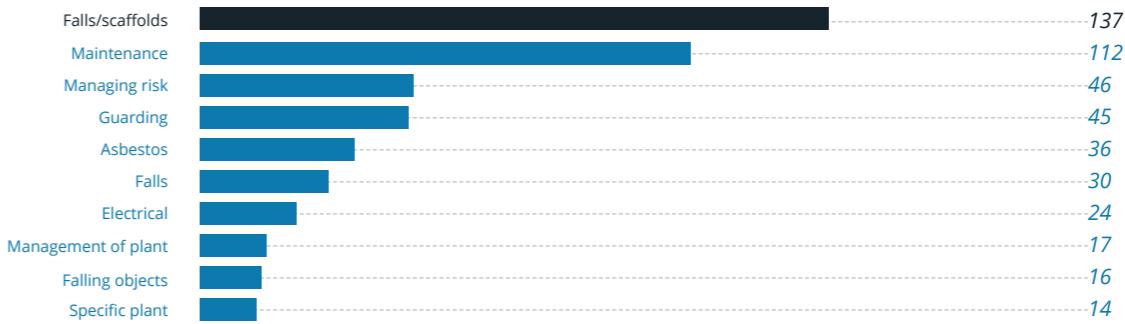
Top 10 reasons for proactive compliance visits



Top 10 reasons for enforcing compliance with improvement notices



Top 10 reasons for enforcing compliance with prohibition notices





REFORMING THE WAY WE WORK



ICAC EVALUATION



SafeWork SA continues to implement the recommendations made by the Independent Commissioner Against Corruption in 2018.

The Hon Bruce Lander QC, Independent Commissioner Against Corruption, evaluated the practices, policies and procedures of SafeWork SA's regulator arm in 2018. His final report made 39 recommendations.

SafeWork SA has adopted the majority of these recommendations in full.

SafeWork SA has considered alternate proposals for recommendations 1, 21 and 27. These proposals meet the intention of the Commissioner's recommendations.

As at 30 June 2021, SafeWork SA had completed 27 of the 39 recommendations.

SafeWork SA continues to progress this work as a matter of priority.

ICAC RECOMMENDATIONS

Rec No	Recommendation	Project description and status
1	That SafeWork SA changes its policies regarding communication between the educator arm and the regulatory arm to ensure that the regulatory arm is provided with all information about work health and safety risks or potential breaches of the WHS Act.	Communication between the Educator and Regulator The development of clear communication principles between the Educator and Regulator. In progress
2	That SafeWork SA improves the systems of communication between the Help Centre and the inspectorate to ensure that Help Centre staff are able to quickly and effectively contact members of the inspectorate.	Internal communications framework Development of internal communications framework that will identify how to manage communication within the agency. COMPLETED Internal Communications Policy developed and implemented in October 2020.
3	That SafeWork SA develops and implements a strategic plan.	Strategic Plan Development of a SafeWork SA Strategic Plan. COMPLETED Strategic Plan developed and launched on 19 March 2019.
4	That SafeWork SA conducts a functional analysis of all of the work that the organisation should undertake, with a view to identifying the core business functions of the organisation.	Workforce plan Development of a workforce plan for SafeWork SA that will include a functional analysis component. In progress

Rec No	Recommendation	Project description and status
5	That SafeWork SA makes a clear statement on its website about what action it will take in respect of certain risks, incidents and complaints.	Statement for website A statement prepared in consultation with relevant SafeWork SA teams and published on the SafeWork SA website. COMPLETED
6	That SafeWork SA creates, implements and maintains a complete governance framework by: <ul style="list-style-type: none">establishing all of the systems, structures and documents necessary for good governancedocumenting the way in which each of those systems, structures and documents interacts with the other systems, structures and documentsidentifying the person or persons responsible for each component of the governance framework, andbeing accountable for the ongoing operation of the governance framework.	Governance Framework The development of a new Governance Framework. COMPLETED Governance Framework developed and implemented in December 2020.
7	That, following the establishment of an appropriate governance framework, SafeWork SA prioritises the creation of a policy framework which: <ul style="list-style-type: none">details the process for the identification, creation, consultation, approval and implementation of every policy documentestablishes a system for the regular review of each policy documentsets out the manner in which policy documents will be stored and how and who may have access to the policy documentsidentifies the hierarchy of policy documents and how they relate to each otherallocates responsibility for each task specified in the policy framework, andindicates who has authority to approve new policy documents and implement changes.	Policy Framework The development and implementation of a Policy Framework which establishes a system to manage all policies and procedures in SafeWork SA. COMPLETED
8	That SafeWork SA establishes a central repository for policy documents accessible by all staff which contains only current, accurate and approved policy documents. Draft documents and earlier versions of documents should be stored elsewhere.	Central repository The development of a central repository for all current policy documents. COMPLETED
9	That SafeWork SA improves its triaging practices by: <ul style="list-style-type: none">conducting random audits of triaging decisions to increase oversightidentifying those matters that are not within SafeWork SA's statutory jurisdictionidentifying those matters that could be best dealt with by some other agency and requesting the reporter to direct the matter to that agency, anddocumenting a clear process for triaging and providing instruction and education to team leaders to ensure consistency in the manner in which matters are triaged when they reach team leaders.	Triaging procedure The development of a triaging procedure. The procedure will set out the roles, responsibilities and processes applicable to the triaging of reported complaints or notifiable incidents in accordance with the various Acts administered by SafeWork SA. COMPLETED

Rec No	Recommendation	Project description and status
10	That SafeWork SA establishes clear guidelines regarding the minimum standard of information which is to be recorded about an inspection, including the information which is to be recorded where the inspector has made a decision not to issue a notice.	Minimum standard of information This recommendation will be addressed within the Compliance and Investigations Manual. In progress
11	That SafeWork SA requires its inspectors to prepare inspection reports in electronic form rather than in hardcopy.	Electronic inspection reports The development of a process to ensure inspection reports are prepared in electronic copy, with hard copy inspection reports phased out. In progress
12	That SafeWork SA requires inspectors to keep an accurate and complete record of all of the statutory powers that the inspectors have exercised (including by reference to the specific sections and sub-sections) and the reasons for exercising those powers. The record is to be stored electronically in a form which allows data to be easily extracted.	Record of statutory powers This recommendation will be addressed by creating mandatory fields to record use of statutory powers. COMPLETED Electronic recording of data relating to the frequency and specific powers exercised by inspectors has now been implemented. Data being captured will be included in next year's report.
13	That SafeWork SA requires inspectors to upload information directly relevant to a workplace inspection to the appropriate electronic system within two business days after the completion of the inspection unless there are exceptional circumstances.	Upload of information within two business days This recommendation will be addressed within the Compliance and Investigations Manual. In progress
14	That SafeWork SA requires, on an annual basis and within one week of a change of circumstances, all staff to sign a statutory declaration disclosing direct and indirect private interests and real, potential and perceived conflicts of interest. SafeWork SA should also require new staff to sign such a statutory declaration on appointment.	Conflict of interest Review and implement conflicts of interest framework. COMPLETED
15	That SafeWork SA establishes its own gifts and benefits policy which requires all staff to report all gifts and benefits offered, accepted or rejected on its own register. The register should be made available to the public for inspection at any time.	Gifts and benefits register The establishment of a gifts and benefits register. COMPLETED
16	That SafeWork SA ensures that when allocating new case files, to the extent possible, the inspector who is to be allocated the new case file was not the last SafeWork SA inspector to attend at the particular workplace.	Workload allocation and management Development of a new process for allocating workload to inspectors and investigators and management of those workloads. COMPLETED
17	That SafeWork SA changes its practices to ensure that its proactive activities are driven by intelligence it has received, an assessment of the risks, and research regarding the manner in which SafeWork SA will assist workplaces to achieve long term adherence to work health and safety laws.	Intelligence driven proactive campaign The implementation of a framework for intelligence driven proactive campaigns. Also addresses recommendation 18. COMPLETED
18	That SafeWork SA conducts a greater proportion of its proactive workplace visits as unannounced visits.	See recommendation 17. COMPLETED

Rec No	Recommendation	Project description and status
19	That SafeWork SA establishes a quality assurance program which includes: <ul style="list-style-type: none"> on a quarterly basis: <ul style="list-style-type: none"> an audit conducted by the inspector's team leader of a selection of the notices or inspection reports prepared by each inspector a review conducted by a small group of team leaders of a selection of notices or inspection reports which have been audited by a different team leader each team leader accompanying each inspector in his or her team on a workplace visit an audit of all of the work undertaken by randomly selected staff members exercising discretionary statutory powers during a one month period. 	Quality assurance program Development of a quality assurance program similar to the model adopted by another WHS regulator. In progress
20	That SafeWork SA implements a system for identifying the location of inspectors during working hours by installing Global Positioning System navigation into SafeWork SA's fleet of government vehicles.	GPS installation The implementation of a Global Positioning System (GPS) on each SafeWork SA fleet car. COMPLETED
21	That SafeWork SA sends two inspectors to each workplace inspection. Pairs should be regularly rotated and inspectors from different teams or regulatory agencies should attend together where appropriate.	Two-up visits The implementation of a framework to determine when a two-up site visit by inspectors occurs. COMPLETED
22	That SafeWork SA provides inspectors with body worn cameras for use when attending workplaces.	Body cameras SafeWork SA trialled the use of body cameras for inspectors and investigators for a three month period from September to December 2020. The trial involved the use of body cameras at all site visits and when exercising a statutory power. A group of volunteer inspectors and investigators assisted in the trial to enable SafeWork SA to assess the value of providing body worn cameras to all regulator field staff. The trial has been evaluated and consideration of the final report is underway. In progress
23	That SafeWork SA prepares its own annual report for tabling in Parliament which reports on its operations, including the exercise of statutory powers, the number of internal and external reviews conducted and the outcomes of those reviews.	Annual Report and additional report SafeWork SA reports into the DTF Annual Report. An additional report will be published by SafeWork SA annually on their website detailing financial year activities. COMPLETED
24	That SafeWork SA continues to develop a collaborative investigation approach which allows investigators to draw on the expertise of inspectors.	Internal expert register Develop a register of internal experts to assist SafeWork SA in identifying suitable persons to assist in complex incidents, investigations and prosecutions. COMPLETED

Rec No	Recommendation	Project description and status
25	That SafeWork SA requires investigators to keep an accurate and complete record of all of the statutory powers that the investigators have exercised (including by reference to the specific sections and sub-sections) and the reasons for exercising those powers. The record is to be stored electronically in a form which allows data to be easily extracted.	See recommendation 12. COMPLETED
26	That SafeWork SA puts in place a process or procedure whereby at the commencement of an investigation the investigator appointed to carry out the investigation be accompanied by an inspector on at least the first visit to the workplace.	Initial response procedure Implementation of an initial response procedure. COMPLETED
27	That SafeWork SA provides investigators with body worn cameras for use when attending workplaces.	See Recommendation 22. In progress
28	That SafeWork SA implements the 16 recommendations contained in the CSO Advice applicable to SafeWork SA's practices, policies and procedures, to the extent that those recommendations have not already been implemented.	Completion of CSO recommendations There are 18 recommendations contained in the CSO advice. COMPLETED
29	That SafeWork SA reviews its evidence management practices in its regional offices with a view to ensuring that: <ul style="list-style-type: none"> all offices have an evidence storage facility which is secure access to each evidence storage facility is restricted, and all dealings with evidence stored in the facility are documented in accordance with the standard operating procedure. 	Evidence management practice An evidence management framework will be developed to ensure appropriate management of evidence with a focus on storage. In progress
30	That SafeWork SA develops standard processes for all recruitment and selection which meet the mandatory minimum requirements for the South Australian Public Sector and include additional pre-employment screening as determined through an assessment of the risks associated with the role.	Recruitment and selection Implementation of a structured recruitment process for SafeWork SA. COMPLETED
31	That SafeWork SA provides recruitment training to all staff who are, or will be, members of a recruitment panel for a role within SafeWork SA.	Recruitment and selection training Training provided to staff who are involved in the recruitment and selection process. COMPLETED
32	That SafeWork SA rotates new staff recruited to inspector roles through the separate industry teams as part of the inspector induction program.	Rotation of new inspectors Implementation of a rotation schedule for all new inspectors to undertake following their initial foundational training. COMPLETED

Rec No	Recommendation	Project description and status
33	That SafeWork SA provides training as part of its inspector induction program as well as to all existing inspectors and investigators which addresses: <ul style="list-style-type: none"> grooming and capture managing competing pressures at workplaces, and private interests and conflicts of interest. Private interests and conflicts of interest training should be provided to all staff.	Training for staff Development of a training package for grooming and capture for inclusion in the new inspector program. All inspectors and advisors are required to undertake this training. Training packages addressing managing competing pressures, private interests and conflicts of interest have been developed and implemented throughout SafeWork SA. COMPLETED
34	That SafeWork SA ensures that, during the field based development phase of the inspector induction program and for the first six months following the unconditional appointment of an inspector under the WHS Act, each new recruit or inspector receives constructive comments within 48 hours about the inspection reports and notices that the new recruit or inspector has prepared.	New inspector feedback from managers Incorporated into new inspector training and will be a requirement of Managers or Team Leaders to provide feedback. COMPLETED
35	That SafeWork SA provides management training to all existing managers and team leaders and to any persons who commence in a management role within SafeWork SA.	Team Leader training Two cohorts of Team Leaders have completed their Team Leader training program. The third cohort will be completed in October 2021. Team leader training is held annually. Manager training commenced in September 2019. COMPLETED
36	That SafeWork SA provides relevant training to all staff who commence in a new role within SafeWork SA, including those staff who have moved from another role within SafeWork SA.	Onboarding Implementation of a structured induction process for SafeWork SA. COMPLETED
37	That SafeWork SA provides written debriefs and regular training to assist staff members to learn from the outcomes of: <ul style="list-style-type: none"> investigations and prosecutions experiences in court internal and external reviews, and other comments received by SafeWork SA. 	Debrief and learning framework Implementation of a framework that debriefs and trains staff to assist them to learn from outcomes. In progress Functional Working Group A formal debriefing function has been established to share learnings and improvements. COMPLETED
38	That SafeWork SA improves the audit capacity of its electronic systems by incorporating a robust audit system into any upgrades to the existing InfoNET and Joget systems, as well as making a robust audit system a prerequisite for the procurement of any future software that captures or holds sensitive information.	Audit capacity of electronic systems This recommendation is being scoped by the Department of Treasury and Finance. In progress
39	That SafeWork SA provides all staff with training about the importance of maintaining the confidentiality of sensitive information, the appropriate way of dealing with sensitive information, and the manner in which potential misuse of sensitive information should be reported.	New training – Confidential and sensitive information Development of a mandatory training package for all staff. In progress

SAFework SA VALUES

- Professionalism
- Integrity
- Respect
- Service

Our values influence how SafeWork SA staff interact with each other and the community. They influence how staff work together to achieve our vision of *Making South Australian Workplaces Safe*.

The SafeWork SA values were developed in 2018. The project to formulate a set of values was employee driven. This ensured that the people who would be guided by the values were the ones who developed them. Representatives from all areas of the agency participated in the selection of SafeWork SA's values.

A review of the values was undertaken in 2019 to gauge their importance and relevance to staff and assess how well they had been embedded into SafeWork SA's culture.

The results of the survey indicated that the values were considered to be important by staff. However, it was identified that more work was required to universally embed the values and ensure all staff embodied them in their professional lives.

Another survey was conducted in September 2020. The views of staff were again collected to assess the efficacy of the values after being in operation for two years.

The survey results were very positive and indicated improvement in how well our values are being displayed across the agency. It was recognised that such projects require an ongoing focus and suggestions were sought from staff as to how to keep the momentum going.

One of the outcomes of this process was to implement a scheme to recognise and celebrate staff who demonstrate our values in their professional conduct.

SafeWork SA has adopted a targeted approach to address other key themes raised in the survey. This will ensure continued improvement in how well our values are being demonstrated by staff and in the process of genuinely embedding the values into our culture.

DEEP DIVES

SafeWork SA has implemented a significant reform program that aims to build our capability and to create an efficient organisation that engenders trust, and meets the expectations, of stakeholders, industry and the South Australian community.

SafeWork SA's Deep Dives are a business improvement initiative created in 2018 as part of our reform program.

The objective of a Deep Dive is to gather information on operating differences, and areas of improvement, in SafeWork SA teams.

A Deep Dive consist of:

- interviews
- shadowing employees
- analysis of data
- meetings with the leadership team
- analysis of processes with employees in the team, SafeWork SA management and key stakeholders.

All SafeWork SA teams have now completed their Deep Dives. Analysis of the outcomes has resulted in a range of recommendations for improving the way our teams operate.

Implementation of the recommendations from the Deep Dives is progressing. As at 30 June 2021, close to 80% had been finalised. SafeWork SA is seeing the benefits of streamlined processes and improved efficiencies as implementation of the recommendations nears completion.

STAFF DEVELOPMENT AND TRAINING

SafeWork SA has continued its comprehensive training program for staff. We have further defined core training requirements and introduced new training courses that contribute to the capability and development of SafeWork SA staff.

LEADERSHIP PROGRAM FOR MANAGERS

SafeWork SA's Leadership Program for Managers continued in 2020-2021.

The program commenced in October 2019 with the aim of creating a high performing leadership team. Participation is mandatory for all new managers.

Course content is primarily delivered through workshops. Training modules aim to enhance the professional performance of managers with a focus on strategic leadership of teams and functions.

The customised program developed this year focused on previously identified areas for improvement and those considered crucial to being an effective leader.

Training module topics include:

- one SafeWork SA
- thinking strategically
- applying delegations
- lean thinking
- empathic leadership
- managing through crisis
- building highly effective people
- successful innovation.

The program is structured to create an environment that enables managers to utilise and embed the skills they learn in their day-to-day practices.

LEADERSHIP PROGRAM FOR TEAM LEADERS

In 2020 SafeWork SA continued to deliver its Leadership Program for Team Leaders.

SafeWork SA introduced a leadership program specifically designed for the development of team leaders in October 2018. The program is primarily delivered through workshops. It aims to enhance the performance and capabilities of team leaders and provide succession planning opportunities.

Under the program, current and potential future team leaders learn skills and strategies that can be incorporated into their day-to-day practices.

Training modules provide participants with opportunities to work individually and in groups. This assists in processing and understanding complex content.

The program syllabus includes follow up assessments that allow participants to demonstrate what they have learned.

Each module has a dedicated focus. Training module topics include:

- building good relationships
- leading change
- setting people up to succeed
- managing people.

Given the success of the program, SafeWork SA now conducts the course yearly. This helps create professional development opportunities for staff in non-leadership roles.

To date, two cohorts of staff have completed this program (2019 and 2020). A third cohort is currently undertaking the program.

INSPECTOR DEVELOPMENT PROGRAM

SafeWork SA conducts a 12-month Inspector Development Program for all new inspectors and investigators.

In 2020-2021, SafeWork SA's focus was on ensuring this training package is up-to-date and of the highest quality. We reviewed each training module with relevant trainers, incorporated new information and made improvements to content in line with best practice principles.

The Inspector Development Program commences with a 10-week Inspector Foundation Program which includes technical training. The program contains 14 modules that provide the knowledge and skills essential for performing inspector and investigator roles. It also requires participants to successfully complete competency assessments.

On completion of the Inspector Foundation Program, inspectors and investigators are granted powers (with managerial conditions), pursuant to relevant laws, required to perform their functions.

Participants are next required to complete a Critical Competency Record. This sets out a range of competencies inspectors and investigators must work through, supported by their Team Leader and Principal Inspector, to achieve competency.

A new inspector or investigator is given their full powers when they successfully complete all the competencies required in the Critical Competency Record.

In 2020-2021, two Inspector Foundation Programs were conducted, with 20 new staff graduating from the program.

STATEMENT TAKING TRAINING

SafeWork SA developed a new training module on statement taking in 2020-2021. This training module is now a mandatory training program for all new and existing inspectors.

Statement taking training aims to assist inspectors to develop an awareness of the core skills required for an investigative interview. The content of the training includes:

- understanding the requirements of an inspector statement
- understanding the requirements of a witness statement
- expectations in presenting statements.

The training program provides participants with opportunities to hone their statement taking skills and to practice preparing statements that include all facts relevant to an investigation.

TECHNICAL TRAINING PROGRAM FOR INSPECTORS

Technical Training forms part of the Inspector Development Program and is delivered to new inspectors and investigators after they complete the initial Inspector Foundation Program. The training aims to enhance the knowledge and skills of inspectors built during the Inspector Foundation Program.

The training provides inspectors with the opportunity to learn about specific areas of compliance under work health and safety and dangerous substances laws. This supports professional development and lifelong learning for our staff.

- There are 14 Technical Training Program modules, which include:
- managing the risk of falls
 - electrical hazards
 - plant/machine guarding
 - management of asbestos
 - hazardous chemicals
 - elevated work platforms.

Each training module is facilitated by a subject matter expert to ensure accurate and consistent information is delivered to participants. The training is mandatory for new inspectors. Existing inspectors are also invited to attend each module to expand their knowledge base in these subject areas. Other staff are encouraged to attend specific modules for their own professional development.

FIELD NOTES TRAINING

SafeWork SA developed a new Field Notes training module in 2020-2021 as a mandatory training program for all new and existing inspectors.

Field notes are part of the decision record for any enforcement actions an inspector or investigator takes. They form a vital reference for any statements that need to be completed, or to be referred to when an inspector is a witness in a court proceeding.

Field notes training highlights the following:

- the importance of field notebooks and notes
- critical information which must be included in notebooks
- the correct way of recording critical information in field notes.

The training program provides participants with opportunities to practice and perfect techniques for writing field notes.

TRAINING PROGRAM FOR INVESTIGATORS AND INSPECTORS

SafeWork SA developed and implemented a training, development and awareness program in 2020-2021 for investigators and inspectors. The program provides inspectors and investigators with a comprehensive understanding of investigative, legislative and technical functions.

SafeWork SA partners with Charles Stuart University to develop the training framework for this program.

Two training programs were delivered as part of the program:

- Investigation Management Program
- Train the Trainer.

INVESTIGATION MANAGEMENT MODULE

The Investigation Management Module is offered both as a unit within the Inspector Foundation Course as well a separate stand-alone program.

The module aims to introduce inspectors and investigators to the concept of investigative interviewing. The training develops and enhances the skills and knowledge necessary to engage with witnesses and respondents using the 'free recall' and 'conversation management' styles of interviewing, observing the over-arching 'PEACE' model framework of investigative interviewing.

Course methodology is based on an information sharing model interspersed with storytelling, case scenarios, discussions and videos. Assessments are based on participation in role plays.

In 2020-2021, 28 inspectors graduated from the Charles Sturt University Investigations Management Program.

TRAIN THE TRAINER

SafeWork SA staff deliver the Investigations Management Program. Staff must complete a two week Train the Trainer course facilitated by Charles Stuart University lecturers before they can deliver any training in the course topics.

In addition to learning about the Investigations Management Program, the Train the Trainer course aims to examine how individuals learn and the conditions that support learning, provides guidance on the effective development of lesson-plans and provides key skills on how to become an effective trainer.

Staff who have undertaken the Train the Trainer course have gone on to train other inspectors and investigators.

In 2020-2021, eight inspectors graduated from the Charles Sturt University Train the Trainer Investigations Management Program.



360 DEGREE FEEDBACK FOR LEADERS

SafeWork SA implemented a 360 Degree Feedback for Leaders process in 2020-2021 to enhance the leadership competencies of Managers and Team Leaders.

The process provides an opportunity for staff in these roles to receive feedback aimed at facilitating their professional growth, building upon their personal strengths and identifying development goals.

The process involves collecting feedback from the participating leader, their immediate supervisor, the staff that report to them and other colleagues, on six key competencies and associated behaviours.

A report is generated from the feedback received and provided to each participating leader. This enables them to compare their own self perceptions against those of the people who have provided feedback.

A debrief session is also conducted to encourage self-reflection. The session affords participating leaders the opportunity to devise strategies to develop their leadership skills and improve their own performance based on the feedback received.

The 360 Degree Feedback process will be provided to all new staff in leadership positions and has been embedded as an ongoing component of Manager and Team Leader training programs. It will be an important tool in the support and development of SafeWork SA leaders.

ETHICAL DECISION-MAKING TRAINING PACKAGE

SafeWork SA has developed an Ethical Decision-Making training package in response to Recommendation 33 of the ICAC Evaluation.

The Ethical Decision-Making training package addresses:

- understanding balanced and ethical decision-making in the public sector and SafeWork SA
- understanding the role physiological safety, personal values, emotional intelligence and resilience play in balancing competing priorities
- the importance of applying accountability consistently
- tools and strategies to effectively balance completing priorities.

The Inspector Foundation Program now includes modules covering conflicts of interest and grooming and capture, in line with Recommendation 33 of the ICAC Evaluation. The Inspector Foundation Program is compulsory training for all new inspectors and investigators.

A separate training module has been developed to educate staff on managing competing pressures. This training module is mandatory for all staff in the Compliance and Enforcement directorate. Staff in the Workplace Education and Business Services directorate are also encouraged to attend.

The Managing Competing Pressures at Workplaces training will also be included as a module in the Inspector Foundation Program.

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ICAC Recommendation:

That SafeWork SA provides training as part of its inspector induction program as well as to all existing inspectors and investigations which addresses: grooming and capture, managing competing pressures at workplaces and private interests and conflicts of interest. Private interests and conflicts of interest training should be provided to all staff.

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BODY WORN CAMERA TRIAL

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SafeWork SA trialled the use of body worn cameras by inspectors and investigators from September to December 2020.

The trial was conducted in response to recommendations 22 and 27 of the Independent Commissioner Against Corruption's report released in 2018 that SafeWork SA provides inspectors and investigators with body worn cameras for use when attending workplaces.

SafeWork SA agreed to trial the use of body worn cameras during work site visits and when exercising a statutory power, rather than when attending all workplaces.

The reasons for trialling the use of the cameras included:

- providing inspectors with an added level of security at work
- protecting inspectors by reducing the likelihood of aggressive or inappropriate behaviour towards them
- encouraging safe and mutually respectful interactions by all parties
- enabling complaints to be easily investigated and resolved by reviewing relevant footage
- reducing spurious complaints
- ensuring consistency in the manner that site visits are conducted by inspectors
- assisting with training.

The inspectors and investigators who participated in the trial did so voluntarily.

Participants in the trial received:

- training from the supplier of the equipment
- practical training
- training on policies, procedures and user guides prepared to support the trial.

Results of the trial have now been evaluated and a final report prepared. The final report is currently being considered and will inform SafeWork SA's decision on the future use of body worn cameras.

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ICAC Recommendation:

That SafeWork SA provides inspectors and investigators with body worn cameras for use when attending workplaces.

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AXON EVIDENCE



In 2020-2021, SafeWork SA commenced implementation of a new electronic storage solution called Axon Evidence.

Axon Evidence is a comprehensive Digital Evidence Management System that streamlines data management and electronic sharing within one secure platform.

Axon Evidence is a web-based cloud solution that has the capability to manage digital data including videos, photos, audio files and other digital files.

SafeWork SA is using the system to store and manage digital evidence collected or seized during compliance and investigation activities conducted by our inspectors.

Axon Evidence has mobile integration, enabling inspectors to capture evidence securely using their mobile devices as the system is implemented.

Implementation of the system is being undertaken in stages, team by team, across the Compliance and Enforcement directorate.

The introduction of the system will ensure digital evidence is stored in a single location, is easily searchable and can be analysed and audited. This will contribute to the integrity of the evidence collected as well as chain of custody procedures.

DIGITAL LICENSING FORMS



SafeWork SA successfully converted 13 paper-based licensing application forms into digital format during 2020-2021. Businesses and workers are now able to submit these forms online. This makes submitting application forms quicker, easier and more convenient for users of this service.

A total of seven plant application forms, three High Risk Work Licence forms and application forms for three other licence types were converted to digital format during the period. Work is continuing to convert our remaining paper-based application forms to digital format. This work contributes to our goal of being a contemporary and agile organisation that supports innovative ways of working.

MODERNISING OUR PHONE SYSTEM



SafeWork SA staff are deemed to be 'essential workers' during a COVID-19 lockdown. At the start of the pandemic, SafeWork SA's telephone system did not have the capability necessary to enable Help Centre and Licensing team staff to work from home. Staff from these teams were required to work from the office during lockdowns to ensure the vital services they provide were maintained.

In June 2021, SafeWork SA introduced a new telephone system, CXone, to modernise infrastructure and improve operational capability. The cloud-based system enables Help Centre and Licensing team staff to work remotely without disrupting service provision and business processes.

The CXone system has demonstrated a range of benefits since its implementation, including:

- increased visibility of customer service requirements, staff performance and service levels
- increased capability to effectively manage business processes, workloads and staff wellbeing
- improved awareness and understanding of call statistics and customer interactions.

The system also provides options to further improve our contact centre functionality by implementing additional features over time. These features include web chat, quality management tools, wallboards to display call data, reporting/analytics and workforce management tools.

WELLBEING GROUP



SafeWork SA's Wellbeing Group continued to develop and deliver wellbeing initiatives for agency staff during 2020-2021.

The group encourages all SafeWork SA staff to help create, and participate in, activities that improve physical and mental health, promote social wellbeing and build relationships between staff from all areas of the agency.

This year's events included:

- the Corporate Cup — an initiative to help participants improve their health and fitness through a 16-week program of running and walking
- Bring Your Dog to Work Day — a mental health and social wellbeing initiative
- sausage roll bake-off — a fund-raising initiative that showcases our staff's culinary skills
- a financial wellbeing session — provision of an education session by a Financial Counsellor to promote sound financial management practices
- breast cancer awareness morning tea and fundraiser — an event that raises funds for research, prevention and support services for those affected by breast cancer
- the 5K Colour Frenzy Run/Walk — an enjoyable fun-run and obstacle course where participants get doused in a rainbow of colours, all in the name of raising money for charity
- a nutrition session — an information session providing practical, sustainable and healthy food choices, recipes and advice (kindly organised by the Department of Treasury and Finance, and promoted by the Wellbeing Group)
- the Push-Up Challenge — a month-long fitness challenge to raise funds and awareness relating to mental health.

The Wellbeing Group is made up of SafeWork SA staff and reports to the agency's WHS Committee.



PRIORITISING SAFETY



RESPONDING TO COVID-19



SECONDMENT OF STAFF IN RESPONSE TO THE PANDEMIC

SafeWork SA staff continued to contribute to the whole-of-government response to the COVID-19 pandemic in 2020-2021. SafeWork SA has nominated 5% of its workforce to assist a range of government agencies, when required, with delivering critical services.

During the period, eight SafeWork SA staff assisted in various roles, including:

- contact tracing
- information dissemination
- assistance at testing stations
- border operations
- small business support grants.

SafeWork SA continues to make this cadre of personnel available to support the government and the community through the challenges posed by the COVID-19 pandemic.

RETAIL TRADING EXEMPTIONS

SafeWork SA administers the *Shop Trading Hours Act 1977*. The Treasurer has the power to grant special exemptions to shop trading hours under this Act.

A series of special retail trading exemptions were declared by the Treasurer during the height of COVID-19 restrictions in 2020, in response to advice from SA Health. This provided the community with greater access to essential shops and services, particularly supermarkets. The last of these exemptions ended in July 2020.

Retail trading was totally deregulated during the November 2020 COVID-19 lockdown. This was activated by an Emergency Management Direction rather than by direction of the Treasurer.

SafeWork SA facilitated these exemptions by providing administrative support, communicating with key retail stakeholders and publishing information on the SafeWork SA website.

CUSTOMER SERVICE

SafeWork SA closed its Customer Service Centre counter in March 2020 in response to the COVID-19 pandemic. The counter remains closed as at 30 June 2021.

The Customer Service Centre continues to operate during business hours via telephone and email.

All transactions with the Customer Service Centre may be completed online or via telephone. Customers are encouraged to visit our website or call us during business hours.

COMPLIANCE AND ENFORCEMENT ACTIVITIES

In 2020-2021, SafeWork SA received 206 reports of workplaces failing to adhere to COVID-19 requirements. These included reports of workplaces not enforcing social distancing and employers not providing adequate personal protective equipment, such as face masks, gloves and hand sanitiser.

SafeWork SA recognises the challenges confronting business owners during the pandemic. Accordingly, our inspectors have focused on providing advice and assistance in workplaces, rather than on punitive measures.

Any matters identified by inspectors in the workplace during the period were resolved through voluntary compliance, rather than through issuing notices.

SafeWork SA inspectors continue to work with business owners and employers to educate them on their work health and safety responsibilities during the pandemic.

This includes:

- providing educational information and materials
- providing advice on the work health and safety risks associated with COVID-19
- raising awareness of work health and safety control measures available for workplaces.

These measures help to ensure the wellbeing of workers and the community.

SUPPORTING STAFF WELLBEING

SafeWork SA staff were largely able to continue normal working practices in 2020-2021, with South Australia faring better than most states in terms of COVID-19 outbreaks and lockdowns.

Even so, staff wellbeing remains a high priority. Life is nowhere near normal yet and looking after the physical and mental health of our people is as important as ever.

During the short lockdown of November 2020, SafeWork SA staff in leadership roles regularly contacted team members to check on their welfare and held virtual meetings to maintain staff morale.

Our Executive Director sends a weekly email to keep staff informed about SafeWork SA activities, provide COVID-19 updates, recognise staff for displaying our values, acknowledge internal successes, share amusing anecdotes and generally lift the spirits of all.

SafeWork SA's intranet page continues to provide tips on staying physically and mentally healthy, strategies for coping in these uncertain times, and reminders of the resources and support services available to assist staff if they find themselves struggling.

Paradoxically, the challenges posed by COVID-19 have resulted in some positive outcomes for SafeWork SA.

We have enhanced our preparedness for emergencies, having refined our practices during lockdowns. In managing COVID-19, we have confirmed that SafeWork SA is able to respond to emergency situations without interruption to our vital services. We have demonstrated that SafeWork SA has the systems and practices in place to enable a seamless transition to working remotely when required.

Our COVID-19 experiences have also demonstrated that working from home is achievable and productive. SafeWork SA has been able to offer staff increased opportunities for flexible work arrangements as a result. This supports staff wellbeing, which in turn benefits the agency.

SafeWork SA continues to prioritise the wellbeing of staff and to implement support strategies during the pandemic.

SAFETY ALERTS



Safety Alerts are issued in response to workplace incidents and provide industry with information regarding key risks and hazards for equipment, workplaces and work situations.

SafeWork SA publishes safety alerts on our website and distributes them via social media channels.

In 2020-2021 SafeWork SA published ten Safety Alerts.



Worker seriously injured after fall from ladder

A worker sustained life threatening injuries after falling approximately five metres whilst carrying out work.

The A-frame ladder was positioned on a raised platform where part of the guardrail had been removed, providing no fall protection.



Dry ice handling and storage

A worker was seriously injured when a sealed glass bottle containing dry ice exploded.

In this Safety Alert, SafeWork SA reinforced the safety and risk control measures required when working with dry ice and other hazardous substances.



Guardrail system failure causing fall from height

SafeWork SA reminded installers of edge protection guardrail systems of the importance of following manufacturers' instructions. This was issued after a worker fell 2.7m after leaning on the guard rail which then gave way.



Choose the right equipment for the chemical

A number of incidents occurred over the course of 2020 involving chemical spills. Some of these incidents were as a result of the use of incompatible equipment with the type of chemical being handled.



Imported plant not compliant with Australian Standards

Following inspections at two separate bottling businesses, it was discovered that the bottling lines were not wired in accordance with the Australian Standards. The businesses also had not engaged a qualified electrician to inspect the plant to ensure compliance with the Australian Standards. There was no Certificate of Compliance prior to operation of the plant.



Two incidents from electric shock in less than a month

This warning was issued following two separate incidents in less than a month. Both incidents were as a result of the electrical supply not being de-energised prior to work commencing. One worker received fatal injuries and another serious injuries.



Collapse of scaffold and working platform on residential site

Two workers at a residential construction site fell 3.6 metres to the ground when the stairwell void scaffold they were standing on collapsed. Both of the workers suffered injuries. This alert reminded businesses to ensure commissioned scaffolds meet the Australian Standards.



Explosives incident at an underground mine

In October 2020, SafeWork SA received notification of an explosives incident in an underground mine. The health and safety of underground workers was put at risk following the unplanned electronic initiation of two development headings. This Safety Alert reminded all mine operators to develop, implement and maintain safe systems of work. This alert was also distributed directly to our news subscribers in the mining sector.



Two more falls through fragile roofing

This was the second time SafeWork SA had issued a Safety Alert following separate incidents of falls through fragile roofing. The first incident occurred when a contractor fell through an unprotected skylight, sustaining multiple fractures. In a second incident, a worker fell through poly sheeting onto concrete flooring. Less than one week earlier, SafeWork SA issued a Safety Alert following two incidents of falls through fragile roofing inside a month.



Demolish safely and abolishment of electrical services

SafeWork SA published an urgent reminder to developers, builders and demolition businesses to ensure permanent disconnection of electricity supply has occurred prior to demolition commencing. This warning followed the discovery of a house that was being demolished without the electrical services being disconnected.



COMPLIANCE CAMPAIGNS AND AUDITS



SafeWork SA's inspectorate teams continued to undertake proactive compliance campaigns during 2020-2021. Inspectors adhered to all COVID-19 restrictions, guidelines, and internal protocols when undertaking these activities.

SafeWork SA have a number of compliance campaigns that commenced in 2020-2021 and remain ongoing. These are:

- Lacerations in workshops
- Livestock transport loading gates
- Long Service Leave record-keeping in the Labour Hire industry
- Checking of High Risk Work licensing
- Workshop and Field Worker Safety in Councils.

The campaign targeting bullying and fatigue in public hospitals has been completed, with a final report currently being prepared.

MUSCULOSKELETAL DISORDERS IN TRANSPORT AUDIT

SafeWork SA conducted a proactive compliance campaign from January to April 2021 focusing on musculoskeletal disorders (MSD) in the road transport industry.

SafeWork SA selected 25 medium-to-large road transport companies to audit based on injury data collected by ReturnToWorkSA.

During the campaign, inspectors visited road freight transport depots and audited safety control measures in place to protect workers from MSD. These included risk assessment processes, the training being provided to workers and use of correct manual handling techniques.

A total of 53 worksite visits were conducted and seven improvement notices issued. Of the seven notices issued, four related to insufficient training and provision of information and training to workers, with the remaining three notices relating to general workplace safety issues.

The low number of statutory notices issued suggests the industry has mature safety systems in place to address manual handling risks.

A future campaign is recommended to target additional transport companies in metropolitan and rural South Australia.

Reducing the rate of fatalities and serious injuries in the road transport industry is a national priority of the *Australian Work Health and Safety Strategy 2012-2022*.



MUSCULOSKELETAL INJURIES IN MANUFACTURING AUDIT

From October 2020 to March 2021, SafeWork SA audited 68 businesses in the manufacturing industry. The audit focused on safety measures to address the risk of musculoskeletal injuries and related joint, muscle and tendon injuries in the sector.

Inspectors assessed compliance with work health and safety laws, looking at safe systems of work and workplace conditions, including the management of hazardous manual tasks.

Of the 68 businesses audited, 28 were issued notices. A total of seven prohibition notices and 68 improvement notices were issued. Of these, 24 notices related to musculoskeletal disorder hazards and 51 related to other work health and safety matters.

Inspectors recorded that some employers had not identified or addressed the hazards associated with manual handling tasks or had not documented manual handling training.

SafeWork SA assesses that there is scope to run a similar campaign in the future to measure improvements to practices in the industry.



ASBESTOS LICENCE HOLDER AUDIT

South Australia is a signatory to the Asbestos Safety and Eradication Agency's *National Strategic Plan for Asbestos Management and Awareness 2019-2023* (the NSP). The aim of the NSP is to eliminate asbestos-related disease in Australia by preventing exposure to asbestos fibres. The NSP sets out priorities and targets to assist national efforts to achieve this goal.

SafeWork SA plays an active role in formulating and implementing strategies to combat asbestos-related disease in South Australia.

In 2020-2021, SafeWork SA implemented the Asbestos Licence Holder Audit in support of the NSP's priority to improve asbestos awareness to influence behavioural change and the NSP target that all regulators have in place and have implemented asbestos compliance programs.

The aim of the Asbestos Licence Holder Audit was to ensure that asbestos licence holders were complying with their obligations under work health and safety laws.

SafeWork SA administers three types of licences associated with asbestos removal work:

- Class A – Friable Asbestos
- Class B – Non-Friable (Bonded) Asbestos
- Asbestos Assessor.

There are 164 asbestos licence holders in South Australia:

• Class A - Friable Asbestos	17 licenses
• Class B - Non-Friable (Bonded) Asbestos	73 licenses
• Asbestos Assessor	74 licenses

The first phase of this proactive campaign was initiated by SafeWork SA in September 2020. This involved inspectors attending sites where licensed asbestos removal work was taking place.

Asbestos removalists audited during the campaign were randomly selected. Around 30% of all licensed asbestos removalists were audited.

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75%

of asbestos licence holders were meeting asbestos compliance requirements during phase 1 of the campaign

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Between September and October 2020, SafeWork SA inspectors audited 43 sites associated with licensed asbestos removal work and interacted with 65 duty holders:

- 7 persons who commissioned the work
- 43 licensed asbestos removalists
- 15 licensed asbestos assessors.

During this period, SafeWork SA inspectors issued:

- 10 improvement notices
- 8 prohibition notices
- 4 letters of warning.

Phase 2 of the campaign was initiated to respond to concerns raised by workers and the public relating to asbestos.

A review of SafeWork SA's record database for asbestos-related interventions in 2020 identified 359 concerns raised by workers and the public. This information was used to compile the *Asbestos Activity 2020 Health and Safety Snapshot*, which can be found on SafeWork SA's website.

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50%

reduction in complaints during the asbestos audit campaign

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Following the release of the snapshot, SafeWork SA undertook compliance audits focusing on:

- review of asbestos registers prior to demolition/refurbishment
- independent engagement of licensed asbestos assessors
- licensed asbestos removal practices
- air monitoring and clearance inspections.

Between May and July 2021, SafeWork SA inspectors conducted 48 audits of asbestos removal notification sites. During this period, inspectors issued:

- 14 improvement notices
- 7 prohibition notices
- 5 letters of warning
- 1 licence cancellation
- 1 licence suspension.

ASBESTOS REMOVALIST LICENCE CONDITIONS –
DESKTOP AUDIT

Licensed asbestos removalists are required to notify SafeWork SA at least five days prior to commencing licensed asbestos removal work. Notification to SafeWork SA is via an online notification portal.

As part of their licence conditions, licensed asbestos removalists are also required to:

- upload a Clearance Certificate within five days of job completion.
- upload a Waste Transport Certificate within 14 days of job completion.

Clearance Certificates must include results of air monitoring for each asbestos removal job. This confirms that airborne asbestos fibres were at a non-detectable level at the time that work was undertaken and that no visible asbestos contamination has been left in the removal areas and immediate vicinity.

The Waste Transport Certificate confirms that asbestos waste was disposed of at a licensed waste facility.

Between April and September 2020, SafeWork SA conducted a desktop audit of asbestos removal job notifications. The audit was designed to provide education and assistance to licence holders to encourage ongoing compliance with their licence conditions. Enforcement action was considered where multiple non-compliances were identified.

During this period, SafeWork SA audited the asbestos removal notifications of 83 licence holders. The audit identified over 900 instances of non-compliance:

- 154 without five days' notice being given
- 84 Clearance Certificates not uploaded within five days
- 147 Waste Transport Certificates not uploaded within 14 days
- 549 Waste Transport Certificates missing information.

SafeWork SA issued 20 improvement notices as a result of the audit.

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1,675

asbestos removal notifications audited

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ELEVATING WORK PLATFORMS COMPLIANCE AUDIT

Between July and October 2020, SafeWork SA inspectors completed phase 2 of a compliance program focused on mobile elevated work platforms (MEWPs). This program was conducted in response to a recommendation contained in the *Elevating Work Platforms 2019 Audit Report*.

SafeWork SA released a MEWP Guideline prior to the campaign to help businesses identify hazards and risks associated with MEWPs and to highlight the essential role of ground support personnel.

During the campaign, SafeWork SA Inspectors conducted 521 site visits and 256 compliance audits at various workplaces and EWP hire sites. The audit resulted in the issuing of 67 improvement notices and 12 prohibition notices.

The most common areas of non-compliance were:

- insufficient training on emergency procedures for ground support personnel (making up approximately 36% of notices issued)
- approximately 50% of Safe Work Method Statements for high risk construction work did not identify hazards and risks potentially resulting in an emergency situation requiring available and trained ground support personnel.

SafeWork SA will continue to inform and educate businesses on MEWP safety and to monitor compliance. A follow-up campaign focusing on safe work method statements for high risk construction work is scheduled for late-2021.



MINES AND QUARRYING AUDIT

SafeWork SA's Mining team is committed to ensuring work health and safety compliance in South Australian mine and quarry operations, opal fields, exploration drilling and the oil and gas industry. The team works closely with industry and the Department of Energy and Mining (SA).

The Mining team undertook site visits and inspections of:

- the 15 major mines in SA including Olympic Dam, Prominent Hill, Carapateena and Whyalla mines
- Cooper Basin oil & gas production
- 105 quarries
- tourist mines.

The team completed a total of 173 inspections during 2020-2021. A total of 107 improvement notices and 19 prohibition notices were issued, in both proactive and reactive capacities.

A total of 168 notifiable incidents from mining and quarrying operations were reported during the period.

The Mining team participated in SafeWork SA's Respirable Crystalline Silica exposure proactive audit. A total of 22 high risk mines sites were audited as part of this campaign.

On 1 January 2021, SafeWork SA commenced regulating mine manager requirements for mine sites in South Australia. This was previously regulated and controlled by Department of Energy and Mining (SA).

In March 2021, the Mining team presented at the 10th National Opal Symposium held in Coober Pedy. The presentation topic was *Mining Dangerous Ground*. This presentation informed opal miners of the process to be followed, working with SafeWork SA, to safely mine identified dangerous ground that is under the control of Department of Energy and Mining (SA).



AUDIT OF AUTHORISATIONS OF RESTRICTED CARCINOGENS

SafeWork SA conducted an audit campaign in May 2021 with businesses that work with carcinogenic substances. Carcinogens are substances with the capacity to cause cancer in humans.

The annual audit focuses on businesses' authorisations to use, store and handle restricted and prohibited carcinogens and to verify that they are being used in line with the requirements of the authorisation. Each year, five to ten authorisation holders are audited. In 2020-2021, SafeWork SA inspectors audited four businesses and five sites as part of the campaign.

During the audit, inspectors review management of hazardous chemicals under work health and safety laws. They also confirm that records required to be kept under these laws are being maintained.

During the audit Inspectors checked:

Information and Training

- that a hazardous chemical register and safety data sheets (or drug inventory system) are in place
- that labelling of hazardous chemicals (or cytotoxic drugs) conforms to the appropriate standard
- that policies, training and safe work procedures exist and are implemented.

Hazard Controls

- that exposure control management systems are in place, namely engineering controls (ventilation, cabinets and clean rooms) and Personal Protective Equipment are provided and in use in accordance with safe work procedures and the safety management system
- that health monitoring is being conducted where exposure could occur through work processes or spills
- the control of waste through the use of appropriate disposal systems.

Regulatory requirements

- that a statement of exposure is given to workers at the end of the engagement
- that record-keeping practices are being maintained with regard to the authorisation, worker exposures, health records etc.

RESPIRABLE CRYSTALLINE SILICA EXPOSURE PROACTIVE AUDIT

Between October 2020 and April 2021, SafeWork SA inspectors undertook a campaign focusing on respirable crystalline silica (RCS) exposure in fabrication (including natural and engineered stone), construction and mining industries. The purpose of the campaign was to ensure that businesses in these industries were aware of, and complying with, their safety responsibilities and implementing appropriate risk control measures.



The campaign was initiated in response to a recommendation contained in a compliance campaign focused on RCS conducted by SafeWork SA in 2019.

SafeWork SA conducted 199 site visits and 71 compliance audits, issuing 95 improvement notices and seven prohibition notices during the campaign. The most common area of non-compliance was the failure by businesses to conduct air monitoring to determine the airborne concentration of substances or mixtures with an applicable workplace exposure limit.

SafeWork SA is conducting a compliance campaign targeting Safe Work Method Statements in the construction industry in 2021. This campaign aims to provide information and education to businesses, and to monitor compliance with RCS exposure obligations. Campaign outcomes will be communicated to stakeholders.

RCS exposure trends in the stone benchtop industry will be reviewed after 12 months. Another campaign will be undertaken if findings suggest that compliance is not being maintained in this industry.

COMPLIANCE AT SOUTH AUSTRALIAN EVENTS

South Australia's major events calendar was severely impacted by the COVID-19 pandemic in 2020-2021. Many large-scale events did not go ahead, including the Royal Adelaide Show. Some were cancelled at very short notice.

This had a significant impact on South Australian operators and interstate operators who had already travelled to South Australia prior to the cancellation of these events. These operators were allowed to stage smaller events to protect their livelihoods and to support the wellbeing of the South Australian community.

The restructuring of some events with little prior notice created a high volume of work for SafeWork SA inspectors.

A number of other South Australian events were able to proceed as scheduled with adherence to COVID-19 protocols.

Inspectors undertook pre-show engagement with operators to provide them with information regarding their work health and safety obligations and to ensure the safety compliance of amusement devices. Inspectors also conducted internal engagement with engineers to coordinate SafeWork SA's approach to conducting compliance audits at these events.

When conducting a proactive compliance audit at an event, inspectors will perform:

- compliance checks against work health and safety, dangerous substances, and explosives legislation
- audits on amusement devices
- walk-around inspections.

Inspectors conducted compliance audits at five events in 2020-2021:

- Jodi & Soda's Fun Fair (September 2020): SafeWork SA inspectors audited ten amusement devices and issued three Improvement Notices.
- Carnevil (October 2020): SafeWork SA inspectors audited four amusement devices and issued four Improvement Notices.
- Garden of Unearthly Delights (Adelaide Fringe - February to March 2021): SafeWork SA inspectors audited five amusement devices and issued one Improvement Notice.
- Erin & Soda's Easter Show (April 2021): SafeWork SA inspectors audited eight devices. No notices were issued.
- Semaphore Easter Show (April 2021): SafeWork SA inspectors audited three amusement devices. No notices were issued.

SafeWork SA inspectors also conducted a desktop audit of documentation associated with WOMADelaide, which was held in March 2021.



PROSECUTIONS



SafeWork SA undertakes a range of activities to ensure positive work health and safety outcomes. These include monitoring and enforcing compliance with work health and safety laws. Compliance and enforcement activities may lead to a prosecution being filed with the South Australian Employment Tribunal.

SafeWork SA may initiate a prosecution for breaches of the Work Health and Safety Act on its own initiative or following consideration of a request to prosecute under section 231(1) of the Act. A prosecution may also be initiated for breaches under a range of other legislation administered by SafeWork SA.

Matters that are prosecuted generally allege serious offences. These include breaches of duty of care, serious incidents involving unsafe systems of work, plant being operated in an unsafe condition, or failure to provide necessary information, instruction, training and supervision to workers.

Such offences are prosecuted not only to penalise those who have breached their duty, but also to deter other duty holders from placing peoples' safety at risk.

SafeWork SA's Investigations team is a specialised team that undertakes the investigation of serious and complex incidents that may result in prosecution. These can include notifiable incidents that expose a person to, or result in, serious injury or death.

The Investigations team investigates alleged or potential breaches of legislation and compiles briefs of evidence that are passed to the Crown Solicitor's Office for assessment.

In 2020-2021, there were seven convictions recorded in the South Australian Employment Tribunal for work health and safety matters, with fines totalling \$1,337,000.

SafeWork SA publishes all successful prosecutions on our website.

CONVICTIONS RECORDED
IN THE SOUTH AUSTRALIAN EMPLOYMENT TRIBUNAL

Name	Charge	Penalty
H&T Cook Enterprises and Tiarne Cook	<p>In August 2018, an employee of H&T Cook Enterprises sustained burns to her head, neck and hands when an ethanol burner she was refuelling ignited into flame.</p> <p>H&T Cook Enterprises failed to provide adequate information, training and supervision to its employees.</p> <p>The business operator failed to exercise due diligence in ensuring compliance with her health and safety duty and failed to provide adequate training to the employee in procedures for refuelling the ethanol burner.</p> <p>These failures exposed individuals to a risk of serious injury.</p>	<p>\$18,000</p> <p>11 December 2020</p>
Minda Incorporated	<p>In early 2018, an employee of Minda Incorporated was sexually assaulted by a client of Minda Incorporated when she visited the residential premises of the client in the course of her duties. Minda Incorporated knew of the existence of the risk of sexual assault.</p> <p>Minda Incorporated failed to provide adequate information about the risks to the employee, failed to inform the employee of procedural requirements when attending the premises, and failed to provide adequate supervision of the client.</p>	<p>\$42,000</p> <p>16 December 2020</p>
Lightforce Asset and Civil and Allied Technical Construction Pty Ltd	<p>In February 2018, a worker was driving long piers into the ground using a hydraulic pile driver when it jammed. As the worker investigated the cause of the jam, the device freed, crushing him to death.</p> <p>Lightforce Asset breached its health and safety duty by failing to complete a hazard identification and risk assessment, failing to ensure operation of the equipment in accordance with Safe Work Method Statement guidelines, and failing to adequately maintain the equipment.</p> <p>Civil and Allied Technical Construction Pty Ltd breached its health and safety duty by failing to use a safe system of work to minimise the risk of injury, failing to complete a hazard analysis and risk assessment prior to undertaking the task, and failing to prepare a safe operating procedure for the plant and tasks.</p>	<p>\$750,000</p> <p>21 January 2021</p>
Zerella Holdings	<p>In October 2017, a worker was injured while attempting to clean a sump pump which had been raised from a potato wash pit. His clothing became caught in an unguarded rotating agitator shaft. He was dragged into the pit and spun around the shaft.</p> <p>The worker sustained injuries including fractures, lacerations and friction burns resulting in ongoing impairment.</p> <p>Zerella Holdings breached its health and safety duty by failing to ensure provision and maintenance of safe plant including guards, failing to ensure a safe system of work, failing to prepare a Safe Operating Procedure for the plant and task, and failing to provide adequate training and supervision relating to the plant and task.</p> <p>Zerella Holding has subsequently reviewed its safety procedures, implemented extensive safety measures and improved staffing.</p>	<p>\$210,000</p> <p>10 February 2021</p>

Name	Charge	Penalty
White Crane and Rigging Service and Ashely White	<p>In December 2017, an employee of White Crane and Rigging Service was operating a 130-tonne crane to remove pine trees at a residential premises when the crane cables became entangled.</p> <p>The employee lowered the boom and overrode the safety switch, resulting in the crane tipping over. Two motor vehicles parked nearby were damaged beyond repair. The damage to the vehicles resulted in significant financial loss to the client's businesses.</p> <p>White Crane and Rigging Service failed to provide a risk assessment to the crane operator, failed to complete an adequate job safety analysis, and failed to complete site hazard analysis and implementation of control measures prior to undertaking the task.</p> <p>Ashley White, the operator of the crane, breached his health and safety duty by overloading the crane and causing it to tip, failed to adequately measure and record data in the crane's computer system, failed to operate the crane within its safe working limits and overrode the crane's safety function.</p> <p>Pecuniary penalties were not issued with the South Australian Employment Tribunal noting the financial circumstances of the defendants.</p>	<p>\$0</p> <p>24 February 2021</p>
Gilmac Pty Ltd	<p>In 2017, a worker was standing on the mezzanine platform of a hay press attempting to clear residue from the press with a metal bale. The metal bale, a section of I-beam with metal plates welded on the ends, was being manoeuvred into position on the press' weigh table when it became stuck.</p> <p>The worker attempted to dislodge the metal bale from behind the platform's guardrail and fell approximately three metres onto the weigh table below. The weight of the worker and the metal bale activated the operation of the hay press, resulting in the amputation of the worker's legs below the knees.</p> <p>The hay press had a lock-out mechanism to isolate the hay press from its energy source. Once locked out, the automatic activation of the hay press was prevented. The hay press had not been isolated.</p> <p>Gilmac Pty Ltd breached its duty by failing to undertake a risk assessment of the plant, failing to equip the plant with a suitable guarding, failing to provide and maintain safe operating procedures to minimise the risks to workers, and failing to provide safe access to the plant.</p> <p>The hay processing machine has not been used since the incident. A new machine is being built, and has been designed with health and safety considerations in mind.</p>	<p>\$245,000</p> <p>5 March 2021</p>
Woolworths Group Ltd	<p>In 2018, a supermarket worker was moving a loaded two metre high bakery trolley when a wheel, or wheels, jammed, causing the trolley to fall on to the worker. The worker sustained multiple injuries including a fractured back. The worker required surgery and spent six months off work.</p> <p>The wheels and tyres of the trolley were found to be old, degraded and poorly maintained. The fully loaded trolley was also found to be top heavy and could easily topple if the wheels became jammed.</p> <p>Woolworths Group Ltd had inspection and maintenance systems in place for other equipment but no system of inspection and maintenance for bakery trolleys.</p> <p>The defendant breached its duty by failing to provide a system for the inspection and maintenance of bakery trolleys.</p>	<p>\$72,000</p> <p>17 March 2021</p>
Total		\$1,337,000

ENFORCEABLE UNDERTAKINGS
WITH SAFEWORK SA

SafeWork SA, in its capacity as the work health and safety regulator, may enter into an enforceable undertaking as an alternative to prosecution where there has been a serious breach of the law.

An enforceable undertaking is a written, legally binding agreement between the alleged offender and the Regulator to implement specific actions to improve work health and safety outcomes. Enforceable undertakings can provide significant benefits for the business, the industry and the community that far outweigh traditional punitive penalties.

The Regulator may prosecute a matter if an enforceable undertaking is entered into but not complied with.

SafeWork SA entered into two enforceable undertakings in 2020-2021.

Name	Charge	Estimated total minimum spend for the undertaking
M&S Mackie Pty Ltd	<p>In September 2018, an employee of a contractor engaged by M&S Mackie Pty Ltd to replace the roof frame of a residential property fell from a height of approximately four metres, sustaining serious injury. At the time, there were no controls in place to minimise the risk of a fall.</p> <p>The Regulator has alleged that M&S Mackie Pty Ltd breached its duty to ensure the health and safety of workers engaged in its business or undertaking, thereby exposing an individual to a risk of death, serious injury or illness, and was non-compliant in its obligations with regard to a number of work health and safety regulations.</p> <p>M&S Mackie Pty Ltd expressed regret and sympathy in relation to the incident and acknowledged the impact of the incident on all parties affected.</p> <p>M&S Mackie Pty Ltd entered into an enforceable undertaking with an estimated total minimum spend for the undertaking of \$91,467.92.</p> <p>M&S Mackie Pty Ltd has implemented measures to improve safety controls and safety awareness in its employee and contractor base. It has taken, and will continue to take, steps to prevent such incidents in the future.</p> <p>M&S Mackie Pty Ltd expressed willingness to share details of the incident and lessons learned with a view to reducing the chances of such an incident happening again.</p>	<p>\$91,467.92</p> <p>4 September 2020</p>
The University of Adelaide	<p>In November 2019, a worker employed at a piggery operated by the University of Adelaide to support agricultural research and veterinary science teaching was injured when his hand came into contact with the unguarded drive belt of an effluent sump pump.</p> <p>The Regulator has alleged that the University of Adelaide breached its duty to provide and maintain a work environment without risks to health and safety, safe plant and structures, safe systems of work, and was non-compliant in its obligations with regard to a number of work health and safety regulations.</p> <p>The University of Adelaide expressed regret that the incident occurred and for the injury suffered by the worker.</p> <p>The University of Adelaide entered into an enforceable undertaking with an estimated total minimum spend for the undertaking of \$70,964.05.</p> <p>The University of Adelaide has taken, and will continue to take, steps to prevent such incidents in the future.</p>	<p>\$70,964.05</p> <p>22 June 2021</p>

EDUCATION ACTIVITIES
WITH INDUSTRY



SafeWork SA's education team undertook a range of education activities with industry throughout 2020-2021. These included:

- presentations on the role of SafeWork SA to Health and Safety Representatives undertaking their Level 1 training courses in the metropolitan area
- providing guest speakers for a Psychological Health and Safety Podcast with People Diagnostics to discuss guidance and innovation in this field
- attendance and representation at industry expos
- presenting investigation simulations and mock court scenarios to local councils in collaboration with Local Government Risk Services and Sparke Helmore Lawyers
- assistance with the development of the People at Work psychosocial risk assessment tool
- presentations and forums to individual workplaces on a range of topics such as work health and safety duties, safe work method statements for high risk construction work and risk management.

INTERACTIVE SIMULATIONS

SafeWork SA partnered with Local Government Risk Services and Spark Helmore Lawyers to deliver four interactive simulations to local councils across South Australia in 2020-2021.

Attendance numbers ranged from 15 to 59 people per session. Attendees included a broad range of council employees, from frontline operational staff to executive level managers.

The interactive simulations included:

MOCK COURT

SafeWork SA conducts a 'mock court' where an identified breach of work health and safety laws is prosecuted and defended in front of a magistrate. This provides the audience with an insight into legal processes.

INCIDENT INVESTIGATION SIMULATION

- SafeWork SA's incident management and investigation simulation poses an incident that has just occurred. The simulation is designed to educate participants on:
- managing the initial response to an incident
 - actions to take during the ongoing investigation
 - conducting witness interviews
 - the impacts of an investigation.
- These interactive simulations provide a platform for SafeWork SA to engage directly with audience members during presentations, and informally during networking opportunities throughout the sessions.



SUPPORTING HEALTH AND SAFETY



AUGUSTA ZADOW AWARDS

Each year, through the Augusta Zadow Awards, SafeWork SA funds projects that will improve the work health and safety of women and young people.

SafeWork SA received 21 applications for this flagship program in 2020-2021. An assessment panel considered all applications and awarded funding to two projects.

Dr Seungjun Ahn and Dr Ancret Szpak from the University of South Australia were awarded for their project that will test the effectiveness of virtual reality-based training for forklift operations and whether it can be applied in a practical workplace setting.

Steve Sverchek and Larry Waller from Youth Opportunities were awarded for their initiative to engage high school students in co-designing workshops in work health and safety to address risks faced by young people.

The Awards are timed to align with National Safe Work Month, held in October each year. The Governor of South Australia, His Excellency the Honourable Hieu Van Le AC, presented the winners with their awards at a ceremony held on 12 October 2020 at *say.kitchen*. *say.kitchen* is a service hub that provides young people with individualised support and access to housing assistance and is an initiative of St John's Youth Services.



NATIONAL SAFE WORK MONTH

National Safe Work Month is an annual event held during October. This is an important month in SafeWork SA's calendar. We dedicate the month to holding a series of events, activities and workshops, and producing a variety of resources to highlight work health and safety matters. We also actively engage with South Australian workplaces and partner organisations to promote work health and safety activities and events.

The theme for National Safe Work Month 2020 was *Work Health and Safety through COVID-19*. The theme acknowledged the wide-reaching impacts of COVID-19 on businesses and workers.

Given these wide-reaching impacts, SafeWork SA made the decision to conduct the entire month-long campaign virtually.

The popular *Organise your own workplace activity* was held throughout the month. Businesses were encouraged to hold their own work health and safety-themed activity and register it with SafeWork SA to enter our competition. We received 27 registrations. Entries were assessed against a judging matrix which considered originality and relevance to health and safety promotion.

In total, six businesses were recognised for outstanding safety events. They were awarded gift vouchers of \$500 for gold, \$300 for silver and \$150 for bronze awards.



ASBESTOS AWARENESS WEEK



Asbestos Awareness Week is a nationwide, week-long campaign dedicated to raising awareness of the dangers of asbestos and providing advice on managing the health risks that come with it.

The Asbestos Safety and Eradication Agency sets the theme each year, with the theme for 2020 being *Asbestos lurks in more places than you'd think*. A sub-theme, *Before you start, be aware*, was also included this year. This recognised the fact that many people are doing home improvements and maintenance during COVID-19. The sub-theme encouraged people to be aware of potential asbestos risks before starting any work.

The campaign messaging had three parts:

- know the health risks of asbestos exposure
- be aware of where asbestos might be found before you start work
- call a professional to check, remove and dispose of asbestos safely.

Asbestos Awareness Week was held in the last week of November 2020. SafeWork SA delivered the campaign messaging to asbestos assessors and removalists in South Australia via a webinar. The webinar covered:

- SafeWork SA's expectations regarding licensed asbestos removal work
- WHS legislative requirements for licensed asbestos removal
- asbestos compliance actions over the previous 12 months
- asbestos removal notifications and types of complaints
- the role of a licensed asbestos assessor under work health and safety laws.

SafeWork SA also promoted information and resources through a series of posts across our social media channels and in our eNews. Promotions included links to asbestos information resources on the SafeWork SA website. Our focus during the campaign was on highlighting asbestos safety.



PREMIER'S AWARDS FOR ENERGY AND MINING



SafeWork SA was once again an official partner of the Premier's Awards for Energy and Mining in 2020. The awards were held via a virtual ceremony on 11 December 2020.

The awards showcase how leading-edge technology and best practice in energy and mining can improve South Australia's economic, environmental, health and social wellbeing.

SafeWork SA's involvement in the Awards included the adjudication, judging and presentation of the Health and Safety category. The winners of this category were:

- Winner 1: Santos for Port Bonython Tank Inspection Innovative Access Solution
- Winner 2: Iluka Resources Limited Jacinth Ambrosia Mine for Shining the Spotlight on Mental Health Awareness Program at Jacinth Ambrosia Mine.

STUDY PARTNERSHIP WITH UNIVERSITY OF ADELAIDE



Each year, SafeWork SA offers student placements to a number of students from the University of Adelaide.

In 2020-2021, SafeWork SA hosted two Master of Public Health students who each completed a research report as part of their course work.

One student was situated within SafeWork SA's Education Team and undertook a review of six industry action plan status reports. The intent of the review was to prioritise and identify resource requirements for each of the recommendations contained in the plans. This was done to enable SafeWork SA to effectively achieve the objectives of the recommendations.

The final report summarised the number of objectives completed, partially completed and those that remained outstanding for each industry action plan. Further, it broke down the estimated resourcing requirements to achieve these objectives into low, medium and high-resource categories.

The final report assessed that there are eight low, 22 medium and five high-resource objectives. It also provided 'Next Step' recommendations for each objective based on work completed so far.

The second student was placed in the Reform Team to look at synergies across legislation and to identify key areas of influence for health and wellbeing.

The final report prepared by this student assessed that there are commonalities within and between each of the legislative Acts relevant to the current jurisdiction of SafeWork SA, Wellbeing SA and ReturnToWorkSA.

The report identified 11 separate categories of commonality across the relevant Acts. These present an opportunity for collaboration across agencies to promote health and wellbeing initiatives in South Australian workplaces.



CONTRIBUTING TO THE NATIONAL AGENDA



SAFE WORK AUSTRALIA



The Executive Director of SafeWork SA, Martyn Campbell, is South Australia's representative to Safe Work Australia.

Safe Work Australia is an Australian government statutory body established in 2008 to develop national policy relating to work health and safety and workers' compensation matters.

Safe Work Australia is funded by Commonwealth, state and territory governments. It works in partnership with governments, employers and employees to drive national policy development.

Safe Work Australia does not regulate work health and safety laws. The Commonwealth, states and territories retain responsibility for regulating and enforcing these laws in their jurisdictions.

Safe Work Australia held ten members' meetings and two extraordinary meetings with representatives from member states and territories, employer and employee organisations during 2020-2021.

Key focus areas for discussion at these meetings included:

- implementation of the recommendations of the review of the model work health and safety laws
- finalising the workplace exposure standards review
- COVID-19
- the National Return to Work Strategy 2020-2030
- enforcement and compliance data.

Safe Work Australia has a number of strategic issue, advisory and working groups established to assist in the delivery of their Corporate and Operational Plans. SafeWork SA is represented on these groups by staff that are appointed as members.

FAMILY SUPPORT PROJECT

SafeWork SA has an established Victims Assistance and Information Service, with a dedicated Contact Liaison Officer. This service provides access to information, education, support and referral services to injured workers and to family members when a relative has died or been seriously injured in a workplace incident.

The Victims Assistance and Information Service also provides assistance during the investigation of a workplace incident and any subsequent prosecution process. This ensures affected persons, including injured workers, their families and vulnerable witnesses, have access to information and support services, and are aware of their rights and responsibilities.

In 2020-2021, Safe Work Australia completed a project in response to the recommendations from the Senate Inquiry Report *They never came home – the framework surrounding the prevention, investigation and prosecution of industrial deaths in Australia*.

The project developed nine national principles to support families following an industrial death. The national principles were approved at a meeting of work health and safety ministers in May 2021.

SafeWork SA is working to ensure the support services we provide are consistent with the national principles.

NATIONAL REVIEW OF WORK HEALTH AND SAFETY LAWS



The National Review of the model Work Health and Safety legislation was conducted in 2018 and was led by an independent reviewer with support from Safe Work Australia.

The Final Report from this review, published in February 2019, contained 34 recommendations to enhance the work health and safety framework and ensure national consistency.

These recommendations have undergone a public consultation process, the results of which assisted in the formulation of a Decision Regulatory Impact Statement.

The Decision Regulatory Impact Statement provided options for implementing the recommendations from the Final Report.

Work health and safety ministers met in May 2021 and reached agreement on all 34 recommendations.

Of particular significance:

- there was unanimous agreement to amend the Category 1 offence in work health and safety laws to attract more severe penalties and to improve prosecution rates for serious breaches.
- a majority of work health and safety ministers agreed to amend Work Health and Safety Regulations to deal with psychosocial injury.

Each jurisdiction is currently undertaking work to amend their own work health and safety laws to incorporate the recommendations from the review.

REVIEW OF NATIONAL ASSESSMENT INSTRUMENTS



In 2020, SafeWork SA contributed to a national process to review the National Assessment Instruments and their accompanying *Guide for Assessors*.

The National Assessment Instruments provide the framework for assessing the competencies of candidates seeking high risk work licences. The *Guide for Assessors* ensures consistency of assessment by accredited assessors and registered training organisations across all states and territories.

There are 29 National Assessment Instruments that are endorsed by Safe Work Australia and administered at the jurisdictional level by states and territories.

The review was conducted in line with strategies to ensure nationally consistent and coordinated approaches to health and safety frameworks across Australia. To date, 13 National Assessment Instruments have been revised and released, with review of the remaining ones nearing completion.

SafeWork SA has worked with accredited assessors and registered training organisations in South Australia affected by the implementation of the new versions to inform them of the changes.

A NATIONAL APPROACH TO ASBESTOS



SafeWork SA continued to assist South Australian efforts to tackle asbestos-related disease in 2020-2021. This included work to support the priorities of the *National Strategic Plan for Asbestos Awareness and Management 2019-2023* (the NSP).

The NSP was launched by the Asbestos Safety and Eradication Agency (ASEA) in November 2019. It aims to eliminate asbestos-related disease in Australia by preventing exposure to asbestos fibres.

The NSP has four national priorities that seek to improve asbestos awareness and management across all sectors in Australia. These are supported by nine national targets to measure progress.

Under the NSP, governments, regulatory agencies, businesses, unions, individual organisations, advocacy groups, researchers, and members of the community will work together to support coordinated and consistent approaches to asbestos awareness and management.

The NSP commits signatories to develop local action plans that align with its national priorities, and to monitor, evaluate and report to ASEA on the progress.

In 2021, the Treasurer gave approval to SafeWork SA to establish and chair a high-level Strategic Group to develop the South Australian Asbestos Action Plan.

The Executive Director of SafeWork SA, Martyn Campbell, chairs the Strategic Group. The group held its inaugural meeting in June 2021. It will meet twice a year and report to ASEA on an annual basis.

The Strategic Group is supported by a Working Group that will implement the actions from the plan and report progress. Relevant non-government agencies will be invited to join collaborative projects led by the Working Group.

The work of these groups will significantly contribute to the elimination of asbestos-related disease in South Australia.

SafeWork SA provides secretariat services to support the administration of both the Strategic Group and the Working Group.

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The NSP commits signatories to develop local action plans that align with its national priorities, and to monitor, evaluate and report to ASEA on the progress.

The NSP has four national priorities that seek to improve asbestos awareness and management across all sectors in Australia. These are supported by nine national targets to measure progress.

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COMBATING SILICOSIS

SafeWork SA contributes to initiatives that reduce the risk of occupational lung disease for workers in South Australia.

Silicosis is an occupational lung disease caused by the inhalation of respirable crystalline silica (RCS). Fine particles, invisible to the naked eye, trigger inflammation and fibrosis in the lungs leading to progressive, irreversible and potentially disabling disease.

Mineral sources of silica are abundant and include many natural stones and sand. Miners, quarry workers, manufacturers and construction workers are traditionally prone to silicosis. Workers in the engineered stone industry are at even higher risk because engineered stone contains a higher concentration of silica than natural stone.

A workplace exposure limit for a particular chemical sets the legal concentration limit of that chemical that must not be exceeded in a workplace. There is a workplace exposure limit for RCS. On 1 July 2020, South Australia cut this limit by half, as agreed with other states and territories. This change was implemented to reduce the risk to workers caused by exposure to RCS.

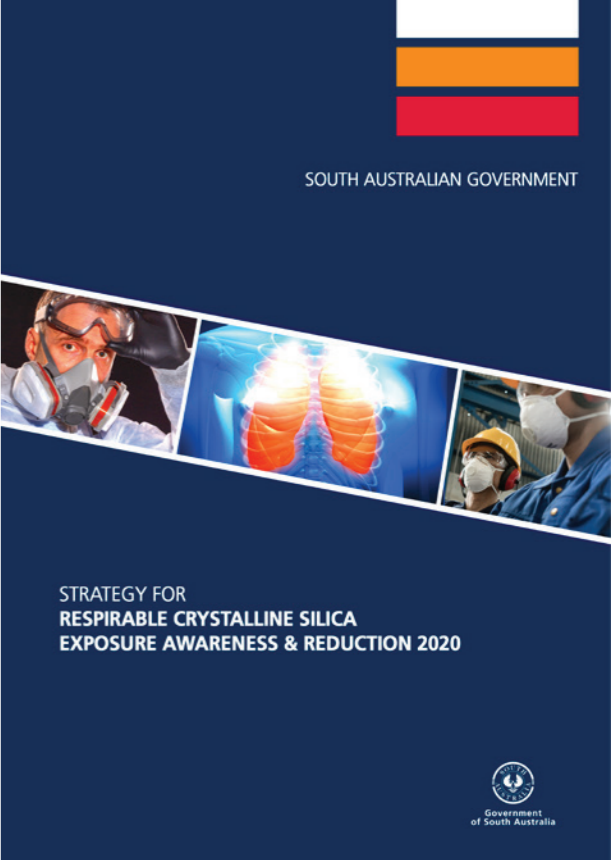
Between October 2020 and April 2021, SafeWork SA undertook a compliance and audit campaign targeting manufacturers of stone products, installers of engineered stone, occupations involving monumental stone, certain construction occupations, and mining and quarrying activities with high RCS exposure.

Data from this campaign has been compiled into a report that has been published on the SafeWork SA website.

The Silicosis Working Group was also formed during the period to develop a strategy for RCS exposure awareness and reduction, led by SafeWork SA. The group is made up of representatives from SA Health, the Department for Energy and Mining, the Department for Environment and Water, the Environment Protection Authority, ReturnToWorkSA, and the Mining and Quarrying Occupational Health and Safety Committee.

The group developed the *Strategy for Respirable Crystalline Silica Exposure Awareness and Reduction 2020*, which was published in April 2021 and is available on the SafeWork SA website. It sets out objectives and targets to prevent illness and death resulting from exposure to RCS in South Australia.

Members of this group continue to meet to share information, discuss emerging issues, and to progress work to achieve strategy targets.



HEADS OF WORKPLACE SAFETY AUTHORITIES



The Executive Director of SafeWork SA, Martyn Campbell, assumed the role of Chair of the Heads of Workplace Safety Authorities (HWSA) on 1 July 2020. The appointment is for a term of two years. The Director Compliance and Enforcement, Glenn Farrell, is SafeWork SA's representative to HSWA.

HWSA is made up of representatives from work health and safety regulators across Australia and New Zealand. They work together to promote and implement best practice in work health and safety in the areas of regulatory operational policy, education, compliance and enforcement.

HWSA is dedicated in its approach to protecting the health of workers, employers and others in the workplace, and promoting effective workplace health and safety initiatives.

One of HWSA's primary objectives is to contribute to the achievement of the targets outlined in the *Australian Work Health and Safety Strategy 2012-2022*.

HWSA held three regular meetings and nine COVID-19 meetings, all using virtual technology, in 2020-2021.

Key topics of discussion at HWSA meetings included:

- addressing psychosocial hazards and the regulation of sexual harassment in the workplace
- consistency in training for investigators and inspectors within the work health and safety regulatory framework
- inspectorate activity and operation during COVID-19.

At HWSA's COVID-19 meeting held on 27 March 2020, members agreed to postpone their planning day due to the uncertainty caused by COVID-19. It was not possible to reschedule the planning day in 2020-2021 due to the pandemic.

SafeWork SA provides secretariat services to support the administration of HWSA.

SAFETY REFORMS FOR LPG BOTTLES



In June 2021, legislation was passed in South Australia that introduced new requirements for the labelling of most portable liquid petroleum gas (LPG) bottles.

The new laws apply to all LPG bottles with a capacity between 500mL and 25L that are sold or supplied. These must now have a label affixed to the body of the bottle that provides warning of the danger of inhaling concentrated LPG.

SafeWork SA has worked with industry stakeholders to assist in the development of labels that comply with the new laws. We wrote to industry associations and licence holders affected by the changes to help them prepare for the introduction of the new requirements in September 2021.

SafeWork SA is also working to keep the public informed about the changes. We have developed information resources that outline the new requirements and who they apply to.

SafeWork SA will incorporate monitoring and enforcement of the new labelling requirements into our compliance campaigns.

EXPLOSIVES LEGISLATION



SafeWork SA is overseeing the drafting of new explosives laws for South Australia. SafeWork SA has continued working with Parliamentary Counsel in 2020-2021 to progress drafting of a new Explosives Bill.

South Australia's current Explosives Act came into effect in 1936. While steps have been taken since then to modernise explosives laws in South Australia, it is widely recognised that new legislation is required.

New laws will help reflect contemporary industry standards and practices and ensure consistency with laws in other states and territories. They will also enable businesses to operate efficiently in South Australia, while continuing to maintain the safety of South Australian workers and the public.

Stakeholder and public consultation on a draft of the Bill was conducted for a six-week period during April and May 2021.

In total, 343 specific stakeholders were invited to provide feedback on the Bill via email and letters. Targeted stakeholders included individual businesses, peak bodies, industry associations, employer associations, unions and government agencies.

Public feedback was invited via the YourSAy online platform, the SafeWork SA website and associated social media channels.

A total of 14 submissions were received by SafeWork SA. All provided general support for progress of the Bill. The feedback received has been analysed and a consultation report is being prepared.

Feedback has been incorporated into further refinement of the Bill. Stakeholder comments have also provided useful information to be considered in the development of supporting regulations.

Reform of the explosives legislation has presented complex challenges. Competing legislative priorities caused by the COVID-19 pandemic have also impacted timeframes for completion of the Bill. Work is continuing to finalise this important project.

YOURSAY ONLINE PLATFORM PUBLIC CONSULTATION RESULTS:

- The YourSAy engagement campaign achieved a combined reach of 32,819 and generated 1,887 visits to the website to learn more.
- The Explosives Bill consultation was promoted in SafeWork SA's eNews with 3,557 opens and 215 link clicks from the Explosives Bill consultation article.
- The YourSAy Newsletter was provided to 41,750 registered users resulting in 17,046 email opens and 106 link clicks. The documents were downloaded 88 times.
- There were 237 visits to the SafeWork SA website.
- The YourSAy engagement featured three digital tools: a discussion, survey, feedback form and email submissions. The 'Get Involved' tab featuring these tools was visited a total of 73 times.
- On SafeWork SA's social media channels, posts on Facebook had a combined reach of 809, posts on Twitter resulted in 830 combined impressions, and LinkedIn resulted in 1,107 combined impressions.
- YourSAy social media engagement occurred through ten posts and a paid campaign achieving a combined reach of 13,886 accounts on Facebook and Twitter during the consultation period, resulting in 290 link clicks on Facebook.



INFLUENCING CHANGE





SHOP TRADING HOURS EXEMPTIONS



SafeWork SA administers the Shop Trading Act. The Treasurer has the power to grant special exemptions to shop trading hours under this Act.

The Treasurer declared several exemptions under the Shop Trading Hours Act during 2020, in addition to those granted for Christmas trading.

Exemptions were declared to provide retailers and shoppers in the suburbs the same opportunities on certain public holidays as those provided in the Adelaide Central Business District. This occurred for:

- Adelaide Cup Day (8 March 2021)
- Easter Monday (5 April 2021)
- ANZAC Day (26 April 2021)
- the Queen's Birthday public holiday (14 June 2021).

SafeWork SA facilitated the exemptions by providing administrative support, communicating with key retail stakeholders and publishing information on the SafeWork SA website.

CHRISTMAS HOLIDAY PERIOD TRADING

The Treasurer granted a special exemption to allow retailers in metropolitan Adelaide the opportunity to trade additional hours over the Christmas holiday period. Retailers were also provided the opportunity to open until midnight on 27 November 2020 for the Black Friday sales.

Boxing Day trading has proved to be popular in Adelaide in the last two years. The Treasurer granted permission for retailers in suburban Adelaide to trade on Boxing Day in 2020, in line with CBD trading. All retailers across Adelaide were permitted to trade from 9am until 5pm.

When Boxing Day falls on a Saturday, the public holiday moves to the following Monday. This has the potential to create an additional day of retail closures in suburban Adelaide, which occurred in 2020. Retailers across Adelaide were permitted to trade from 9am until 5pm on the Monday public holiday, as has been the case in the past.

2020 Christmas trading hours in the Greater Adelaide Shopping District

Day	Changed to	Changed from
Friday, 27 November 2020	until 12 midnight	until 9pm
Sunday, 29 November 2020	9am to 5pm	11am to 5pm
Sunday, 6 December 2020	9am to 5pm	11am to 5pm
Sunday, 13 December 2020	9am to 5pm	11am to 5pm
Thursday, 17 December 2020	until 12 midnight	until 9pm
Friday, 18 December 2020	until 12 midnight	until 9pm
Saturday, 19 December 2020	until 6pm	until 5pm
Sunday, 20 December 2020	9am to 6pm	11am to 5pm
Wednesday, 23 December 2020	until 12 midnight	until 9pm
Saturday, 26 December 2020	9am to 5pm	Closed (metro)
Sunday, 27 December 2020	9am to 5pm	11am to 5pm
Monday, 28 December 2020	9am to 5pm	11am to 5pm (CBD) Closed (metro)



OUR DISCLOSURES



CONFLICTS OF INTEREST



SafeWork SA requires all staff to complete a statutory declaration disclosing direct and indirect private interests, and real, potential and perceived conflicts of interest. This is done on an annual basis.

Any changes of circumstances affecting these disclosures are required to be recorded within one week of their occurrence.

New staff are required to complete a statutory declaration on appointment.

In 2020-2021, nine notifications of conflicts of interest were submitted and one conflict of interest was closed.

Type of conflict	Number of staff	Action taken to address conflict	Annual review
Actual	3	The plan outlined will mitigate or remove the conflict of interest but will continue to monitor the situation	Yes
Potential	0		
Perceived	6	The plan outlined will mitigate or remove the conflict of interest but will continue to monitor the situation	Yes
Closed	1	A plan to manage the conflict of interest is not required and no further action is necessary in relation to this matter	

FINANCIAL STATEMENTS



SafeWork SA's financial statements form part of the Department of Treasury and Finance Annual Report. Further financial details are included in Budget Papers.

This documentation is available publicly via the Department of Treasury and Finance website.

GIFTS AND BENEFITS



SafeWork SA employees must declare any gifts or benefits offered to them or received by them in the course of their work that affects, could affect, or could be perceived to affect, their carrying out their duties with impartiality.

All gifts and benefits are required to be declared, including those with a 'nil' value and those that are declined.

A total of four gifts and benefits were recorded during 2020-2021. No instances of declined gifts were recorded. Pleasingly, we have seen a significant reduction in the number of gifts being offered to SafeWork SA staff in line with our efforts to educate our contacts that we cannot accept gifts.

Accepted gifts in 2020-2021 comprised one Corporate Event, one gift of Hospitality, and two Other types of gifts.

GRANTS AND SUBSIDIES



Organisation	Actual 2020-2021
Safe Work Australia South Australia's contribution to the administration of Safe Work Australia pursuant to the <i>Independent Agreement for Regulator and Operational Reform in Occupational Health and Safety</i> .	\$744,000
Augusta Zadow Award The Augusta Zadow Award is a work health and safety grant that benefits women and young people. The award may involve a new initiative, research or further education.	\$25,000
Scholarships Program Contributions to various awards, expos and conferences.	\$7,000
Total 2020-2021 grants and subsidies	\$776,000

An internal review allows an eligible person to seek review of certain decisions made as part of SafeWork SA functions. These include decisions of inspectors regarding work, health and safety matters, and decisions made by other SafeWork SA officers relating to licences, registrations and authorisations.

SafeWork SA processed 20 internal reviews during 2020-2021.

INTERNAL REVIEW



Internal Reviews 2020-2021

Date of lodgement	Decision to be reviewed	Outcome	Date of decision
06/08/2020	Issue of an improvement notice – section 191	Decision confirmed	18/08/2020
13/11/2020	Issue of an improvement notice – section 191	Decision varied	23/11/2020
13/11/2020	Issue of an improvement notice – section 191	Decision set aside and substituted with another decision	23/11/2020
24/11/2020	Issue of a prohibition notice – section 195	Decision confirmed	04/12/2020
15/12/2020	Issue of an improvement notice – section 191	Decision set aside and substituted with another decision	31/12/2020
15/12/2020	Issue of an improvement notice – section 191	Decision confirmed	22/01/2021
17/12/2020	A decision of SafeWork SA in relation to a licence, an accreditation, a registration, an induction, an authorisation or a determination to any of the WHS Regulations	Decision confirmed	12/01/2021
03/02/2021	Issue of an improvement notice – section 191	Decision set aside and substituted with another decision	12/02/2021
16/03/2021	Issue of an improvement notice – section 191	Decision set aside and substituted with another decision	30/03/2021
16/03/2021	Issue of an improvement notice – section 191	Decision set aside and substituted with another decision	30/03/2021
24/03/2021	Issue of a prohibition notice – section 195	Decision confirmed	19/04/2021
24/03/2021	Issue of an improvement notice – section 191	Decision confirmed	19/04/2021
31/03/2021	Issue of a prohibition notice – section 195	Decision set aside and substituted with another decision	13/04/2021
13/04/2021	Issue of an improvement notice – section 191	Decision confirmed	27/04/2021
04/05/2021	Issue of a prohibition notice – section 195	Decision confirmed	19/05/2021
25/05/2021	Issue of an improvement notice – section 191	Decision set aside and substituted with another decision	07/06/2021
01/06/2021	Issue of an improvement notice – section 191	Decision set aside and substituted with another decision	15/06/2021
04/06/2021	Issue of an improvement notice – section 191	Decision set aside and substituted with another decision	18/06/2021
23/06/2021	Issue of an improvement notice – section 191	Decision confirmed	07/07/2021
23/06/2021	Issue of an improvement notice – section 191	Decision confirmed	07/07/2021

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